

Service Excellence Action Plan for Design & Construction

Dimension	Action Step	Timeframe
Knowledge	<p>Create a committee to update the old project charter/scoping document, involving key clients to ensure it captures all pertinent information. Train all project managers on the use of this document and implement it on all projects.</p> <p>Conduct facilitated conversations and training during unit meetings so that staff understand how to assess client needs and how to communicate when they don't know something.</p>	<p>Complete document and training/implementation by November, 2024</p> <p>Begin to integrate Immediately and offer on an on-going basis as part of regular unit meetings</p>
Communication	<p>Request and schedule communication styles training (True Colors) conducted by HR/OED</p> <p>Create a protocol for timely responses to all forms of communication</p> <p>Conduct facilitated conversations and training during unit meetings so that staff learn and apply strategies to increase overall communication between service providers and customers.</p> <p>Encourage open and transparent dialogue, actively listening to client concerns and feedback.</p>	<p>Fall 2024</p> <p>End of August 2024</p> <p>Begin to integrate Immediately and offer on an on-going basis as part of regular unit meetings</p> <p>On-going</p>
Process Improvement	<p>F&O has created a dedicated Project Delivery group to facilitate process improvement amongst D&C, CFSA, Project Accounting and Client. Work with Project Delivery to revise and/or create process documents for common issues and resolutions. Establish and implement new standards for service delivery and train all staff.</p> <p>Identified priorities: simplifying the change process by adding CFSA into project management system; creating custom project status reports; implementing the use of the schedule module</p>	<p>Project Delivery group initiated second quarter of 2024.</p> <p>Begin immediately and on-going</p>
Attitude	<p>Conduct facilitated conversations and training during unit meetings so that staff learn and apply strategies to increase positive attitude during customer interactions.</p>	<p>Begin to integrate Immediately and offer on an on-going basis as part of regular unit meetings</p>

Ownership & Accountability	Include the review of roles and responsibilities within each Project Charter (aligning with MOU for regional clients.)	Complete Project Charter and training by November, 2024.
	Educate project managers by inviting clients to staff meetings to share their experiences and responsibilities behind the scenes to complete a project.	Begin in fall 2024
	Encourage staff to share service recovery successes and failures in a non-punitive environment.	Begin to integrate Immediately and offer on an on-going basis as part of regular unit meetings
	Conduct post-project activities such as satisfaction "pulse" surveys, follow-up meetings and calls to gather feedback, address concerns, identify areas for improvement and reinforce the partnership.	Develop and begin conducting post project surveys winter 2024/2025.