

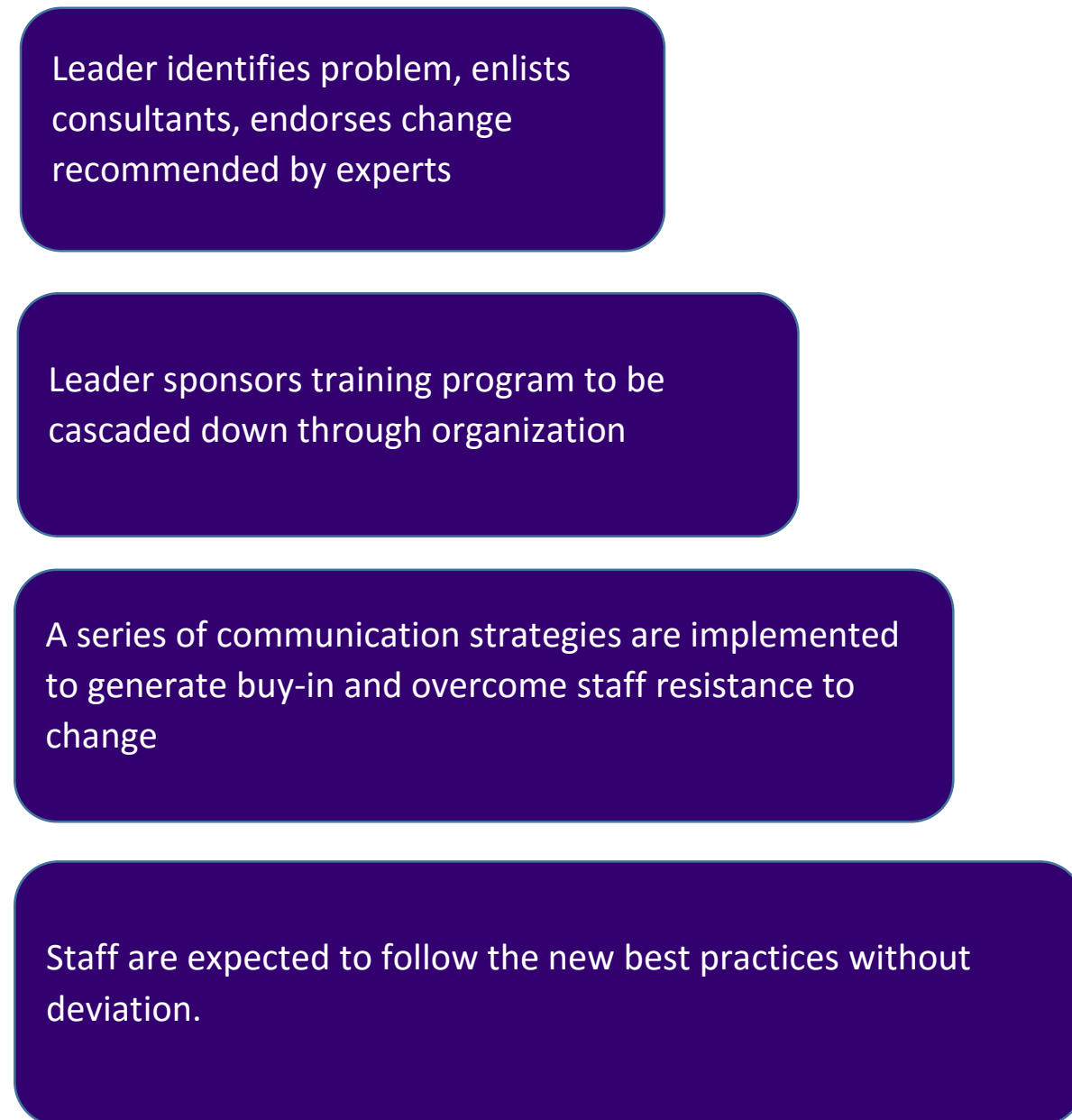
Building a Culture of Service (COS)



Stage 1: Blueprints	Stage 2: Construction	Stage 3: Maintenance
<input type="checkbox"/> Develop Action Plan for Who does What by When to accomplish all of the below	<input type="checkbox"/> Develop Action Plan for Who does What by When to accomplish all of the below	<input type="checkbox"/> Develop Action Plan for Who does What by When to accomplish all of the below
<input type="checkbox"/> Communicate to organization what COS is and why it's Important	<input type="checkbox"/> Discussion, events, motivation to ensure organization embraces what COS is and why it's Important	<input type="checkbox"/> Embedded system for checking in on COS pain points and making course corrections
<input type="checkbox"/> Communicate service concepts to organization: <ul style="list-style-type: none"> ○ Benefits of customer feedback ○ Minimizing perceived customer effort ○ Importance of standards to promote: <ul style="list-style-type: none"> ▪ Responsiveness ▪ Knowledge ▪ Consistency ▪ Accessibility 	<input type="checkbox"/> Training on service concepts: <ul style="list-style-type: none"> ○ Benefits of customer feedback ○ Minimizing perceived customer effort ○ Importance of standards <input type="checkbox"/> Training Plan for additional COS development needs	<input type="checkbox"/> Onboarding on COS Standards <input type="checkbox"/> Refresher COS training
<input type="checkbox"/> Identify/Communicate your organization's mission <input type="checkbox"/> Identify/Communicate Core Services of organization (survey priority) <input type="checkbox"/> Work with TAP Survey Team <input type="checkbox"/> Identify/Communicate Core Customers and their needs <input type="checkbox"/> Identify current customer feedback systems and what is needed	<input type="checkbox"/> Gather customer input and verify where needs are not being met fully (TAP Survey, organization surveys, other tools unique to your organization)	<input type="checkbox"/> Ongoing Customer Feedback with course corrections as needed <input type="checkbox"/> Work across organizations to meet Customer Needs, Develop Partnership Agreements
<input type="checkbox"/> Communicate to Organization & Implement the Central Administration Step 1 COS Standards (Checklist) <input type="checkbox"/> Identify your own Organization COS Standards	<input type="checkbox"/> For Central Administration Standards, Create systems for Metrics, Accountability and Recognition <input type="checkbox"/> Communicate Organization COS Standards, work to build Acceptance, Create systems for Metrics, Accountability and Recognition	<input type="checkbox"/> Adoption of additional Central Administration COS Standards <input type="checkbox"/> Ongoing Metrics, Accountability and Recognition systems – which are updated as needed
<input type="checkbox"/> Identify Core Processes and Process Gaps impacting ability to meet customer needs fully	<input type="checkbox"/> Process redesign to close COS gaps, Communicate changes	<input type="checkbox"/> Nurture Culture which encourages Input/Innovation <input type="checkbox"/> Ongoing COS Process Improvement

Tips for Facilitating Change

Top-Down, Consultant-Driven Change Progression



Self-Discovery, Inside-Out Change Progression

