

CULTURE OF SERVICE (COS) ACTION PLAN: Step 1 Blueprints

Activity	Due Date	Responsible Person	Deliverable	Progress
Communicate to organization what COS is and why it's Important				
Communicate to organization: <ul style="list-style-type: none"> ○ Benefits of feedback ○ Minimizing customer effort ○ Importance of standards 				
Identify/Communicate mission of organization				
Identify/Communicate Core Services of organization				
Work with TAP Survey Team				
Identify/Communicate Core Customers and our perception of their needs				
Identify current customer feedback systems and what is needed				
Identify Core Processes and Process Gaps impacting ability to meet customer needs fully				
Communicate to Organization & Implement the Central Admin Checklist Standards				
Identify your own Organization COS Standards				

CULTURE OF SERVICE ACTION PLAN: Step 2 Construction

Activity	Due Date	Responsible Person	Deliverable	Progress
Discussion, events, motivation to ensure organization embraces COS and why it's Important				
Training on service concepts: <ul style="list-style-type: none"> ○ Benefits of feedback ○ Minimizing perceived customer effort ○ Importance of standards 				
Training Plan for additional COS development needs				
Gather customer input and verify where needs are not being met fully (TAP Survey, organization surveys, other tools)				
Process redesign to close COS gaps, Communicate changes				
For Central Administration Standards, Create systems for Metrics, Accountability and Recognition				
Communicate Organization COS Standards, work to build Acceptance, Create systems for Metrics, Accountability and Recognition				

CULTURE OF SERVICE ACTION PLAN: Step 3 Maintenance

Activity	Due Date	Responsible Person	Deliverable	Progress
Embedded system for checking in on COS pain points and making course corrections				
Onboarding on COS Standards				
Refresher COS training				
Ongoing Customer Feedback with course corrections as needed				
Work across organizations to meet Customer Needs, Develop Partnership Agreements				
Nurture Culture which encourages Input/Innovation				
Ongoing COS Process Improvement				
Adoption of additional Central Administration COS Standards				
Ongoing Metrics, Accountability and Recognition systems – which are updated as needed				