

Welcome to

Quality Service

Department of Human Services
Personnel Office – Civil Rights

Housekeeping



Sign in

Name Cards

Emergency Exits

Restrooms

Telephone Calls

Refreshments

Parking





Introductions

- * Your full name***
- * Your position***
- * Something we may not know about you***
- * One thing you want to learn***



Course Objectives

- 1. Identify full range of customers***
- 2. Develop a personal definition of Quality Service***
- 3. State the most important and unbreakable service rule***
- 4. Describe three personal benefits of providing Quality Service***
- 5. Use a six-step approach to provide efficient and effective service***
- 6. Develop a personal Quality Service Action Plan***

Customers

People who need something from us

Customers

External

- *Need something from us*
- *Not State employees*

Internal

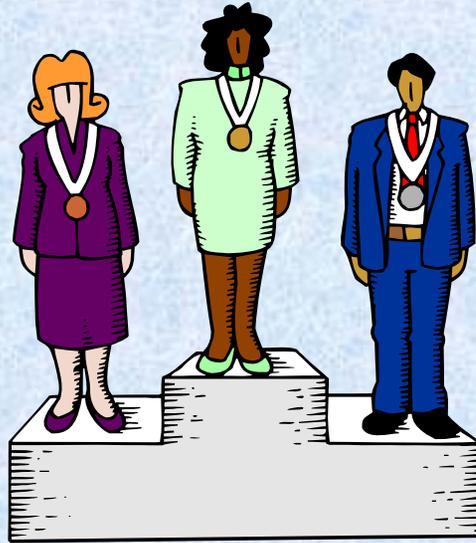
- *State employees*
- *Need something from us to do their jobs*

Serving Customers

Requires

***360 degree
vision***

Three Most Important Customers



Customer-focused



Quality

- ❖ *Degree of excellence*
- ❖ *Superiority in kind*



Quality Service



Quality Service

Determined by

Each Customer's Perception



What they expected

What actually happened



Most Important Unbreakable Service Rule

To the customer I am

*the Department of Human **Services***



Unhappy Customers



Tell >>>>>> 9 others



13% will tell >>>>>> 20 others

Personal Benefits of Providing Quality Service



- 1. Successful Programs***
- 2. Efficient and Effective***
- 3. Satisfaction***



Six Steps to Quality Service

Step 6 Deal with Upset Customers

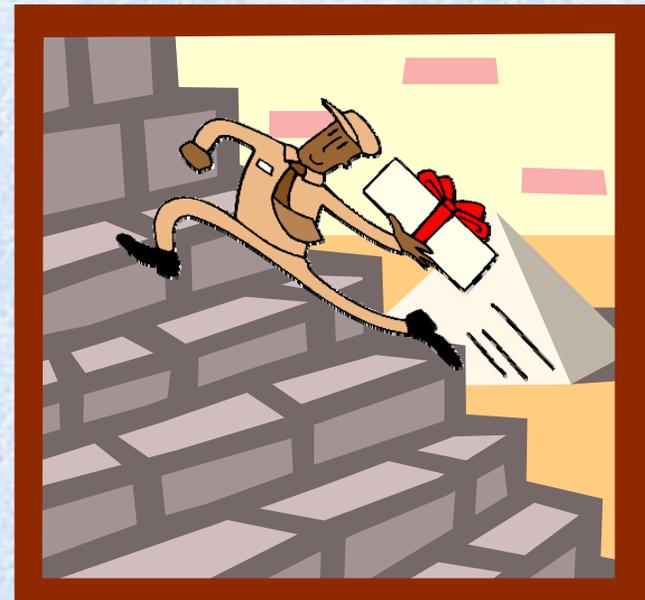
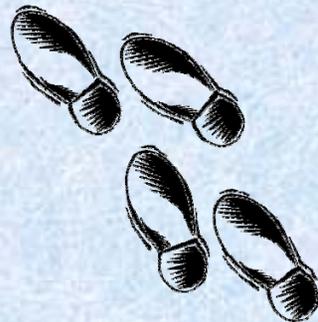
Step 5 Communicate Successfully

Step 4 Use Teamwork

Step 3 Identify Customer Needs

Step 2 Examine Practices

Step 1 Embrace DHS Mission



Six Steps to Quality Service

Step 1 Embrace the DHS Mission



To provide high quality efficient and effective service

Six Steps to Quality Service

Step 2 Examine Current Practices



How well do I do my job?

Do I treat my customers as I want to be treated?



Do I make a difference – how can I improve?

Six Steps to Quality Service

Step 2 Examine Current Practices

**What doing currently
Processes followed**

**How services produced
Outcome of processes
Practices used**

Meeting DHS Mission



Six Steps to Quality Service

Step 3 Identify Customer Needs

Five Essential Customer Needs



1. Reliability
 - a. Dependability
 - b. Accuracy



Six Steps to Quality Service

Step 3 Identify Customer Needs

Five Essential Customer Needs

- 1. Reliability*
- 2. Responsiveness -
willingness to help*



Six Steps to Quality Service

Step 3 Identify Customer Needs

Five Essential Customer Needs

- 1. Reliability*
- 2. Responsiveness*
- 3. Assurance – knowledge and courtesy*



Six Steps to Quality Service

Step 3 Identify Customer Needs

Five Essential Customer Needs

- 1. Reliability*
- 2. Responsiveness*
- 3. Assurance*
- 4. Empathy – compassion, understanding*

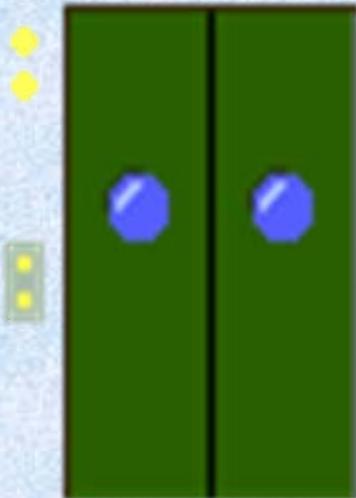


Six Steps to Quality Service

Step 3 Identify Customer Needs

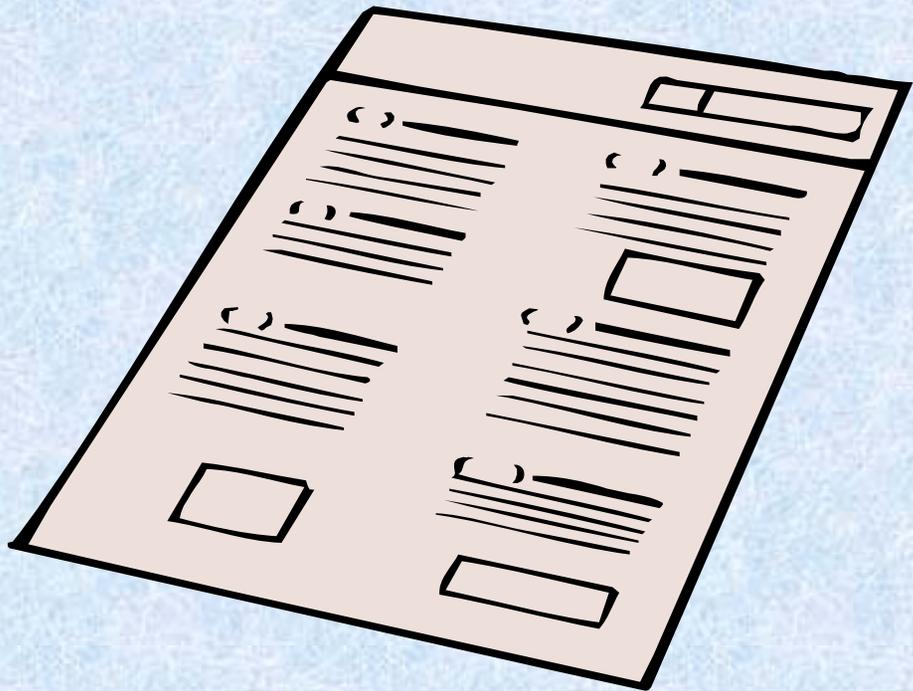
Five Essential Customer Needs

1. Reliability
2. Responsiveness
3. Assurance
4. Empathy
5. Tangibles



Six Steps to Quality Service

Step 3 Identify Customer Needs



Six Steps to Quality Service

Step 3 Identify Customer Needs

Problem-Solving Model

- 1. Define the problem in specific terms**
- 2. Identify and analyze causes of the problem**
- 3. Gather the facts**
- 4. Identify possible solutions**
- 5. Evaluate the alternatives**
- 6. Select the best solutions**
- 7. Tryout the solution**
- 8. Evaluate the effectiveness of the solution**

Six Steps to Quality Service

Step 4 Work as a Team to Make Improvements

- * Identify and define common problems*
- * Consider all opinions and perceptions*
- * Establish ground rules*
- * Work step-by-step through each problem*

Define Specific Team Goals

We need to CUT CLAIM PROCESSING TIME
verb object

to/by (8 days) 30% by JULY 31, 2009-
standard deadline
(number or percentage)

Six-Part Team Building Process

Part 1 *Define team purpose and goals*

Part 2 *Determine team type and size*

- ***Make or do***
- ***Recommend***
- ***Run***
- ***Size 2 to 25***

Six-Part Team Building Process

Part 1 *Define team purpose and goals*

Part 2 *Determine team type and size*

Part 3 *Establish team roles and responsibilities*

- *Define and clarify each member's*
- *Reassign duties if necessary*
- *Exchange views to understand*

Disclosure

- *The act of opening up and sharing*
- *Essential to building trust*

*How to
interact*

*What to
expect*

*What
skills
each has*



Six-Part Team Building Process

Part 1 *Define team purpose and goals*

Part 2 *Determine team type and size*

Part 3 *Establish team roles and responsibilities*

Part 4 *Clarify team rules*

How will we conduct ourselves

How will we handle problem-solving and decision-making

Ground Rules

- * *Rules for team behavior*
- * *Allow team members to hold each other accountable for their actions*

Problem Solving Model

Problem Solving Model

- 1. Define the problem in specific terms**
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- 6. Select the best solution**



Consensus

Support for majority opinion given willingly
Builds team strength through
involvement, commitment, and cooperation



Six-Part Team Building Process

Part 1 *Define team purpose and goals*

Part 2 *Determine team type and size*

Part 3 *Establish team roles and responsibilities*

Part 4 *Clarify team rules*

Part 5 *Manage team performance*

Periodically check progress toward team purpose, goals, and objectives

Team Leader Roles and Responsibilities

- A. *Make the Purpose of the meeting clear*
- B. *Prepare an Agenda*
- C. *Start and End on time*
- D. *Arrange the room so that it is conducive to input from Everyone*
- E. *Encourage Participation and seek input*
- F. *Control side Conversations and Comments off the subject*
- G. *Document the meeting*

Team Member Roles and Responsibilities

- A. Know the purpose of the meeting**
- B. Know what is on the Agenda**
- C. Be on time**
- D. Sit where you can be Seen and Heard**
- E. Participate and Contribute your ideas**
- F. Take Notes**

Six-Part Team Building Process

Part 1 *Define team purpose and goals*

Part 2 *Determine team type and size*

Part 3 *Establish team roles and responsibilities*

Part 4 *Clarify team rules*

Part 5 *Manage team performance*

Part 6 *Evaluate team performance*

- * *Have we accomplished our team goals and objectives*
- * *How productive were we*
- * *Are we working well together*

Summary

- ✓ *Differences between work groups and teams*
- ✓ *Advantages of working as a team*
- ✓ *Five characteristics of effective teams*
- ✓ *Six-part team building process*

Teamwork

Is the ability to work together toward a common vision, and to direct individual accomplishments toward organizational objectives

It is the fuel that allows common people to attain uncommon results!

Thank You

Mahalo

Mesolang

Makalo

586-4955