SALFORD NORTH REPAIRS PILOT

Objectives, aims and proposals.





MAIN OBJECTIVE

CREATE A HAPPY CUSTOMER









SALFORD NORTH REPAIRS PILOT

Why undertake the Pilot?





Objectives:

Improve Service Delivery.

Get it right first time.

Improve efficiency of process chain.

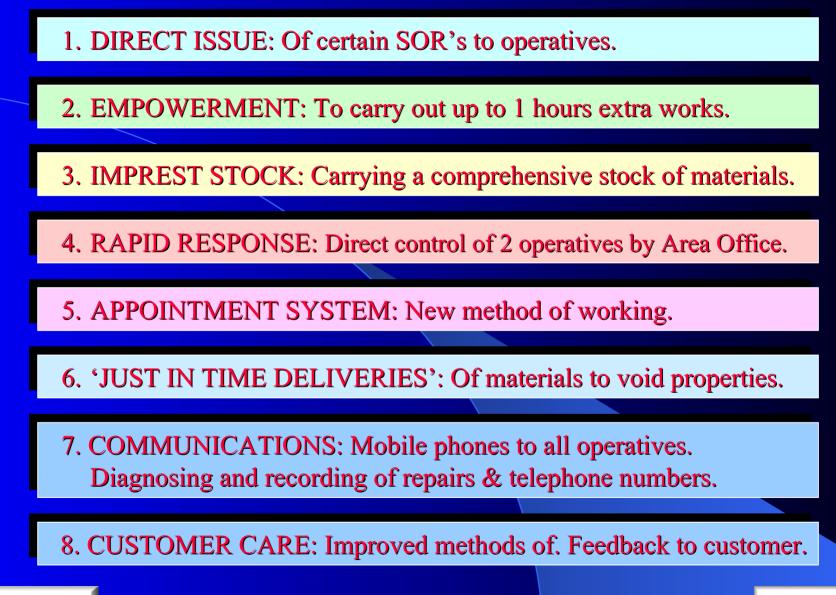
Develop a team approach.

Involve our customers to improve the service.





The eight proposed trials:









We are determined to improve our service delivery.

We see the eight trials as the beginning of this process.

We need **your help** and **your input** so we can develop a "Quality" repairs service for all our customers.





SALFORD NORTH REPAIRS PILOT

Salford North Pilot

Together

Everyone

Achieves

More



