

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:

1. **DIRECT ISSUE:** Of certain SOR's to operatives.

2. **EMPOWERMENT:** To carry out up to 1 hours extra works.

3. **IMPREST STOCK:** Carrying a comprehensive stock of materials.

4. **RAPID RESPONSE:** Direct control of 2 operatives by Area Office.

5. **APPOINTMENT SYSTEM:** New method of working.

6. **'JUST IN TIME DELIVERIES':** Of materials to void properties.

7. **COMMUNICATIONS:** Mobile phones to all operatives.
Diagnosing and recording of repairs & telephone numbers.

8. **CUSTOMER CARE:** Improved methods of. Feedback to customer.

Summary:

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