



ONE PARKLAND SERVICE EXCELLENCE STRATEGY

UPDATE: JULY 11, 2017

UPDATES TO THE STRATEGY DOCUMENT

- New formatting
- Changes made after engagement:
 - Addition of “Objectives: Strategic Plan Alignment”
 - Increased references to internal customer service
 - Opportunities at other County outlets
 - “Successful Implementation” added to Critical Success Factors
 - Addition of “Critical Success Factors” graphic

NEXT 30 DAYS

- Develop Implementation Plan
- Staff engagement for customer service standards
- Make recommendations on Councilor Action Request process

NEXT 60 DAYS

- Draft administrative directive for customer service standards
- Continue to identify budget initiatives and resource needs
- Staff awareness survey

NEXT 90 DAYS

- Implement customer service standards
- Present final Strategy with Implementation Plan to Council (September)
- Develop Change Management Plan