

## The CSIT Benchmark Quiz!

No	The organisation's position	Main CSIT Criterion	Linked CSIT Criteria	Rating
1	We have implemented a planned inspection and maintenance programme for the buildings and equipment. This has been implemented across many of the facilities.			
2	Each service has a Service Plan, which includes a range of measurable performance targets, linked to our Strategy, and improvement projects, which provide the basis for the appraisal and development system.			
3	We review the priorities of our customers, using questionnaires, and use this information to identify and document our service standards.			
4	We plan to give all staff the opportunity to be involved in service improvement teams at a unit and department level. These projects will form part of their individual goal plans.			
5	Leaders and other staff are very good at listening to and understanding the needs and expectations of people in the community, and using this knowledge to inform our Strategy & Service Plans.			
6	Our questionnaires show that our customers are now much happier with the service than two years ago. Satisfaction has improved by 15% in this time. This is caused by our excellent approach to managing the relationships with our customers. We have improved this through a 'high impact communications' training and development programme implemented for all staff.			
7	A top-tier <i>Vision</i> for culture and the <i>Outcomes</i> of our service have been developed and communicated with all our staff through displays, meetings. Training workshops have recently been introduced to discuss these issues, as our staff surveys indicated that many staff are unaware of the Vision and Outcomes			
8	We have carried out CSIT Self-Assessment every year for the last 3 years and have undergone 1 external Validation. We have developed & implemented improvement plans following these assessments.			
9	We think we are really good at building relationships with partners.			
10	We have developed an improvement team, which comprises staff representatives, to improve the customer feedback process, so that we can manage the relationship with customers more effectively, use the feedback to establish and review performance trends and stimulate improvement actions. We are aiming to review best practice throughout consumer service industries to help us improve the process.			