

Goal	Action	Year 2				Status	Information	
		FY19/20						
		Q1	Q2	Q3	Q4			
Goal 1 Culture & Leadership	1.1	Customer First Training					Operational	<ul style="list-style-type: none"> Initiated and implemented Developed training for managing difficult situations
	1.2	Business Plan Review					Operational	<ul style="list-style-type: none"> Business plans reviewed (Customer KPIs in Q2 FY19/20) Customer KPIs to be reviewed annually
	1.3	Customer Experience Policy and Standards					In progress	<ul style="list-style-type: none"> Document developed Q2 FY19/20 Currently benchmarking prior to final endorsement and publishing
	1.4	Rewarding Outstanding Service					In progress	<ul style="list-style-type: none"> Under review as part of 'Employer of Choice' project
	1.5	Staff as Organisation Ambassadors					In progress	<ul style="list-style-type: none"> Staff training to reinforce 'one team' and all staff are ambassadors for the organisation Future technology solution to further support this action for "out in the field" seamless service
	1.6	One Stop Shop					In progress	<ul style="list-style-type: none"> Identifying opportunities for job role redesign and concierge service State's Better Business Approvals project aligns with draft Economic Development Strategy
Goal 2 Reporting & Measurement	2.1	Establish KPI framework					Operational	<ul style="list-style-type: none"> Reporting dashboard developed in Q2 FY19/20 Operational Q3/4 FY19/20
	2.2	Improve our Business Processes					Operational	<ul style="list-style-type: none"> Promapp (process mapping tool) rolled out to map, standardise and improve processes for customers
	2.3	Quality benchmarking program					Operational	<ul style="list-style-type: none"> Mystery Shopping expansion implemented Q2 FY19/20 Program to target a variety of service areas in future
	2.4	Complaint Management Framework					In progress	<ul style="list-style-type: none"> Draft policy Q3 FY19/20 to be endorsed by Council Q3 FY19/20 Pilot process trialed Q1 FY19/20 and expanded in Q2/3
Goal 3 Customer Intelligence	3.1	Regularly measure customer satisfaction					Operational	<ul style="list-style-type: none"> Initiated and implemented CMT benchmarking survey Ongoing review and incremental improvements developed from results
	3.2	System Management Review					Operational	<ul style="list-style-type: none"> Key customer systems reviewed in 2019 (Zeacom, Pathway, Sharepoint) Enhanced Customer reporting developed as part of action 2.1. Sharepoint (existing EDRMS) being replaced as part of action 4.3
	3.3	Customer Journey Maps					To be scoped	<ul style="list-style-type: none"> To be reviewed as part of website enhancement in 2020 and 2021
	3.4	Develop Customer Personas					To be scoped	<ul style="list-style-type: none"> To be reviewed as part of website enhancement in 2020 and 2021
Goal 4 Engagement Tools	4.1	CRM platform review					To be scoped	<ul style="list-style-type: none"> Technology business case to be scoped and budget allocation dependent
	4.2	Single view of the Council to customers					To be scoped	<ul style="list-style-type: none"> Technology business case to be scoped and budget allocation dependent
	4.3	Enhancement of Records Management					In progress	<ul style="list-style-type: none"> EDRMS project progressing and system implementation Q2 & Q3 FY20/21
	4.4	Enhancement of Council's website					To be scoped	<ul style="list-style-type: none"> In scope for 2020 and 2021 delivery
	4.5	Effective customer communication					To be scoped	<ul style="list-style-type: none"> To be reviewed as part of website enhancement in 2020 and 2021
	4.6	E-services business model					To be scoped	<ul style="list-style-type: none"> To be reviewed as part of website enhancement in 2020 and 2021
	4.7	Choice of cost effective access channels					To be scoped	<ul style="list-style-type: none"> To be reviewed as part of website enhancement in 2020 and 2021
Goal 5 Business Improvement	5.1	Organisational CII approach to Process Mgmt					Operational	<ul style="list-style-type: none"> Continuous improvement training operational Ongoing review tied to complaint handling and reporting to help support improvements
	5.2	Annual Strategy Progress Report					Operational	<ul style="list-style-type: none"> Council progress report delivered Q3 FY19/20
	5.3	Knowledge Management Review					Operational	<ul style="list-style-type: none"> Process under review in Q2 & Q3 FY19/20

Transformation Project