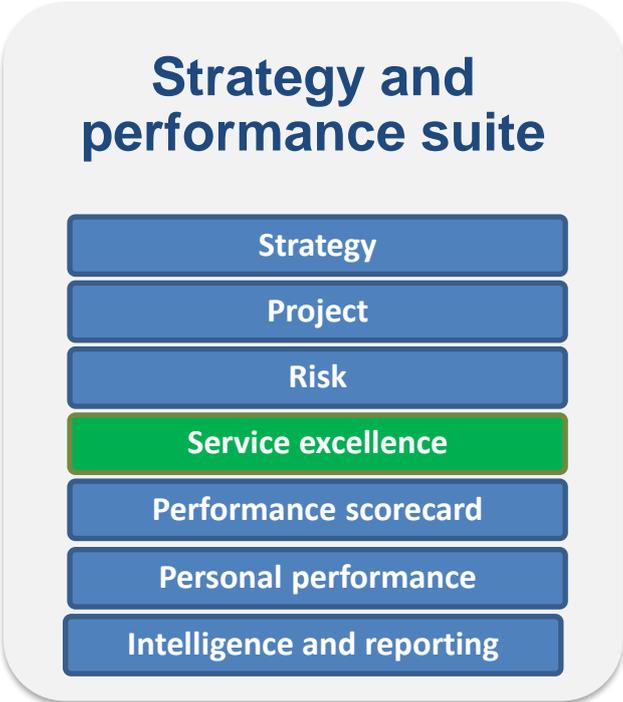


# Service excellence



The Clearview Service excellence module enables you to be fully prepared for any type of accreditation and regulation.

This enables you to track and manage both current performance and improvement activity. Clearview provides a unique integration between projects, KPIs and any framework held within the module, including the RSH Regulatory Standards and ISO 27001.



*“The Service Excellence tool on Clearview saves us time by enabling us to input our evidence in one central place and being able to monitor and report on our progress. Now that we are ‘IIP Gold’, we want to make sure that we are fully aware of our performance against the standard. We plan to use Clearview Service Excellence in our Managers’ Forum meetings so that it is visible for all of us.”*

## The Service excellence module enables you to:

- Manage and deliver service excellence with the comprehensive tracking of outcomes;
- Score your progress and assess strengths and weaknesses for each outcome;
- Link to documentary evidence to justify assessments and evidence achievements;
- Match corporate projects and action plans to outcomes, to demonstrate how you are achieving, and where performance gaps remain;
- Link service excellence outcomes to key performance indicators to quantify assessments and improvements; and
- Develop new service excellence standards tailored to your organisation’s requirements, including local frameworks based on any existing excellence framework.

## Key benefits:

- Integrate your compliance/accreditation framework seamlessly with your planning and performance framework, enabling you to develop a single plan for your organisation;
- Align corporate projects and action plans to achieve excellence outcomes to reduce duplication of effort and poor communication; and
- Address gaps in performance, linking to new improvement plans in a systematic way, to demonstrate self-awareness and a strong continuous improvement methodology.

Investors in People					
Subsets	Description	KPIs	Projects		Assessment
		Number linked	Number linked		
5.1	Plan: Developing strategies to improve the performance of the organisation	0	1	87%	65%
5.2	Do: Taking action to improve the performance of the organisation	0	1	87%	66%
5.3	Review: Evaluating the impact on the performance of the organisation	2	1	87%	86%
	<b>Overall</b>	<b>2</b>	<b>1</b>	<b>87%</b>	<b>72%</b>