

The TAES Quiz!

No	Statement	TAES Criteria	Approach, deployment, review, result or anecdotal?
1	We have implemented a planned inspection and maintenance programme for the buildings and equipment. This has been implemented across all of the facilities and is actually happening on a regular basis as planned.		
2	We have a service plan, which includes a range of measurable performance targets.		
3	We have reviewed the priorities of the our customers, using questionnaires, and have used this information to identify and document our service standards.		
4	We have an appraisal and personal development scheme in operation, which is currently implemented for all of the managers and supervisors.		
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 and 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.		
7	A top-tier mission, vision and values statement has 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 staff are unaware of our values.		
8	We have carried out Quest Self Assessment every year for the last 5 years and have had 2 full Quest assessments. We have developed & implemented centre improvement plans following these assessments.		

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9	We are good at partnership working, especially when it comes to 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 in relation to dealing with customer feedback throughout consumer service industries.		