

ACTION	DURATION	Q3 2018/19	Q4 2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Customer Service Standards Launch	One off						
Promotion and Review of Customer Communication	On going						
Right First Time Team Meetings	Weekly						
Introduction of Recording Mechanism for Service Failure	One off						
Snagging Team Meetings	Fortnightly						
High Volume Service Review	2 months						
Customer Focus Groups	Half day						
How was it for you?' Surveys	Weekly						
Staff Training	On going						
Staff Performance Monitoring	On going						
Progress Reporting	Weekly						
National Customer Service Week	First week in October						
Customer Satisfaction Survey	Run for up to 4 weeks						
Preparation and Review of Survey Results	2 months						