

## Service Excellence

### What is our goal?

To develop a culture that values service excellence and continuous improvement and work with employee groups to better understand clients' needs, expectations and timelines.

### How will we achieve it?

- Establish Service Improvement Teams (SIT) (Fall 2018)
- Provide training for appropriate staff
  - Service Excellence awareness training – All Staff (Fall 2018)
  - Continuous improvement training – SIT Leaders (Fall 2018)
  - Auditor training – Service Excellence Audit Teams (Spring 2019)
- Establish goals/objectives for Unit improvement (Fall 2018)
- Create improvement plan, undertake the initiatives, check results and adjust as necessary (Fall 2018 to Spring 2019)
- Collect data, including concerns and recognition and share information with staff (Fall 2018 to Spring 2019)
- Undergo certification process to validate results, and recognize teams on an ongoing basis (June 2019)
- Create department improvement process

### How will we know we are successful?

- Service to clients will be improved as evidence by enhanced efficiency in processes, increased responsiveness, and increased capacity of staff to address school needs.
- The achievement and well-being gap will decrease while expectations remain high for all students because we are providing access to the programs, resources and learning opportunities that all students require.
- Progress will be monitored through School Climate Data and Staff Surveys.