



# Service Check

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**You'll never need to improve service and cut costs more than you do right now. We help you discover what's holding you back.**

The Vanguard Method has become synonymous with change programmes that actually work. The first step is to discover how well your service is performing, how much potential for improvement there is, where, and what sort of difference you could make.

In the process of checking your service we will train a small team of your frontline and management staff on how to think like a customer, collect data and map work processes.

Taking only a few days of our consultant's time a Service Check gets you a clear picture of what's working, what's not and why, fast.

We will then present our findings and armed with this knowledge you can decide what to do next.

Whether your business needs to become more competitive, lower operating costs, improve customer service or transform culture, we can help chart your particular route to service excellence.

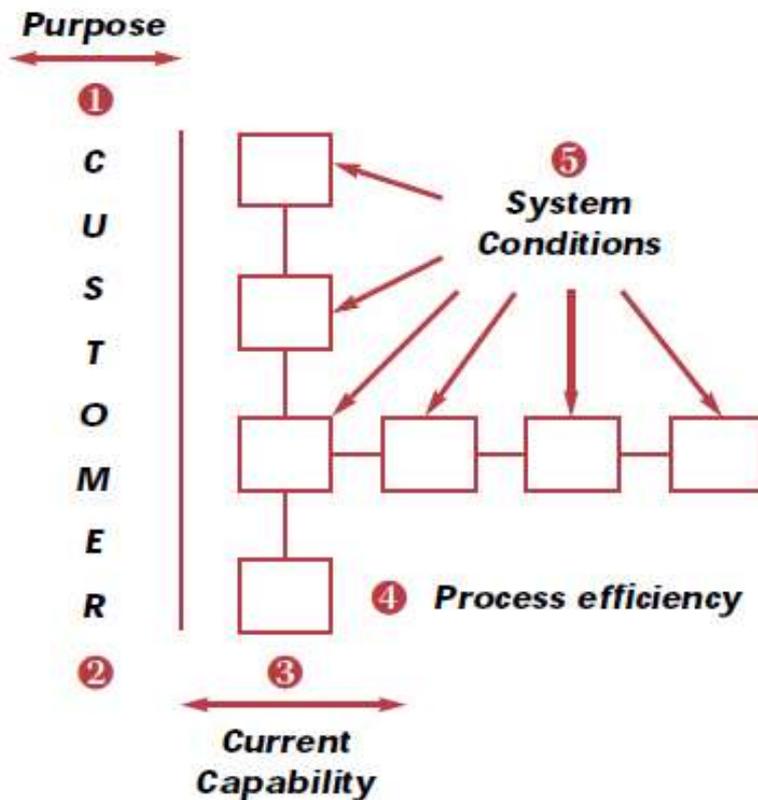
Contact us today to discuss your needs:

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***Vanguard Scotland: Helping service organisations become industry leaders***

# Vanguard Scotland Service Check

5 steps to understanding the 'what and why' of service performance



By asking and answering these questions, Vanguard Scotland will be able to point you to the scope for potential improvement and the short and long-term actions you need to take to improve service, revenue, efficiency and morale.

The service check will give you knowledge of where you are and plan for making positive change.



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## 1 What is the purpose?

Are there stated aims? Is there a 'de-facto' purpose? Do measures relate to purpose?

## 2 What matters to customers?

How much is known, how much is easily discovered? How easily can customers 'pull value' from the organisation?

## 3 What is the current capability?

How predictable is performance? What is the level of performance?

## 4 How well do service processes work?

How much waste, how much sub-optimisation? How well is service delivered from the customer's perspective?

## 5 How do system conditions help or hinder performance?

Do measures guide learning or impede value work and 'clean' flow? Does I.T. enable or entrap? Are roles and structures aligned to purpose? Is information facilitating value work?