

## **Service Improvement Team First Meeting Agenda**

- I. Review purpose of the improvement effort and the role of the Service Improvement Team – Chairperson**
  - a. The purpose of the service improvement effort is to create a *sustainable* culture of service excellence throughout every facet of the organization
  - b. The purpose of the Service Improvement Team is to ensure that each Leadership Action of the improvement effort is executed effectively and in concert with the other Leadership Actions
  
- II. Review and sign the Service Improvement Team charter – Chairperson**
  - a. Questions or concerns regarding the charter
  - b. Reinforcement of commitment required from each member of the team
  - c. Signatures of the team
  
- III. Schedule six months of Service Improvement Team meetings – Chairperson and Administrator**
  - a. Meetings should be a combination of face-to-face meetings and teleconferences. Face-to-face meetings, while inconvenient, will be most productive.
  
- IV. Review sample Service Improvement Team commitment tracking sheet – Administrator**
  - a. Adapt as necessary
  - b. Discuss distribution plan
  
- V. Discuss initial Service Improvement Team activities – Entire team**
  - a. Strategy for development of the Service Philosophy and Standards (Chapter 4)
    1. Assign action steps
  - b. Initial communications plan (Chapter 5)
    1. Assign action steps
  
- VI. Develop plan for sub-teams – Entire team**
  - a. Selection criteria for sub-team members
  - b. Discussion of potential candidates
  - c. Plan for contacting candidates
    1. Assign action steps
  
- VII. Conclusion – Chairperson**
  - a. Review of commitments
  - b. Confirmation of next meeting