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

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