

Service Improvement Plan

In order to implement an improvement to service you will need a plan. This may take the form of Project Documentation required by your institution. However, if this is not available or required the prompt questions below should help you produce a basic plan regardless of the level at which the service improvement is taking place. The aim of this is to ensure all staff working on the service improvement are aware of what is happening.

Please note: if you have written a business case some of the information should already be available.

Background - what are we doing?

A short description of the background to the service improvement or the problem to be solved.
List key objectives / how it fits with institution's strategy/KPIs

What will be the result (so what?)?

Outline the expected outcomes / benefits (eg improved student experience of paying fines)

What outputs will we expect to see?

Define the actual output (eg new online fines system)

Is there anything we're not going to do?

Note what is out of scope / not included in the plan if this is relevant (eg system will not include payment of Interlibrary Loan Charges)

What are the key dates for development and delivery?

What might go wrong?

See separate Risk Register

How will you communicate and consult with stakeholders?

Outline or include link to communication plan

Who is responsible?

Governance / sponsor / day-to-day management / key staff involved