

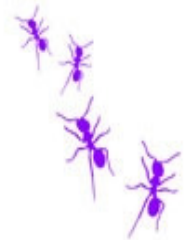


## A Simple Solution to Improving Customer Service in a Local Authority



A local authority was criticised for its lack of response to customers in many areas of its service.

One of the main problems was found to be that council staff did not feel that the public were 'customers'.



We worked with employees to:

- \* Create an awareness of the public as customers
- \* Develop a sense of responsibility for customers
- \* Take an interest in service quality
- \* Develop an open communication process to involve everyone in continuous improvement

This resulted in:

- \* The culture of the organisation became more customer focussed
- \* Staff became more engaged
- \* Real improvements were experienced by customers
- \* A dialogue was created between staff and senior management and as a result communications and relationships improved

Contact [jo@greenantconsulting.co.uk](mailto:jo@greenantconsulting.co.uk) to see how we can help you.