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Service Improvement Plan
<<Project Name>>

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Business Analysis (BAPL)

Improve | Innovate | Digitise

Document Controls

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Version	Date	Nature of Amendment	Changed By

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Template Usage Guidelines

The text mentioned below is to be used as a reference guide while completing this document. Remove this section/page after completing/before-publishing this document.

- a) The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*
- b) This template is for documenting any agreed service improvement activities that result from any continuous improvement activities like Post Project/Problem reviews.*
- c) Please do not leave any section blank.*
- d) Feel free to creation additional actions/*
- e) Do not forget to update the table of contents figures and caption tables (Reference tab in MSWord) once the document is complete.*

1. Introduction

1.1. Purpose

The purpose of this Service Improvement Plan is to document a formal plan to implement improvements to our (insert client's name) <insert system or area>. Such improvements have been selected as a response to the attached Post Incident Report (PIR), resulting from <PIR Name>.

1.2. Overview

Provide a brief overview of the client's continuous service activities that have prompted a need for service improvement.

1.3. Scope

<Insert Scope of plan>

1.4. Objectives

<Insert Objectives>

1.5. Responsibilities

The ownership of the overall Service Improvement Initiative belongs to the Service Owner. The Operations Manager is accountable for the successful execution of the overall Service Improvement Initiative.

*Responsibilities for each one of the actions to be implemented as part of the present Service Improvement Plan are listed in the section **2 Service Improvement Plan Actions** below.*

2. Service Improvement Plan Actions

Table 1 shows the actions scheduled to fulfil each of the objectives.

Table 1 - Service Improvement Plan Actions

Document:	Service Improvement Plan	From:	
Organisation:	<<Organisation Name>>	To:	
Responsible:	<<Person Responsible>>		

1.1. Objective I: <Insert Objective Here>				
#	Action	Responsible	Start	End
I.a	<<Insert Action>>			
I.b	<<Insert Action>>			
I.c	<<Insert Action>>			
Result: <<Outline the expected Result>>				
Measurement: <<Identify the Measurement which will be used to demonstrate how effectively the company is achieving the above objective.>>				

1.2. Objective II: <Insert Objective Here>				
#	Action	Responsible	Start	End
II.a				
II.b				
II.c				
Result:				
Measurement:				

3. Monitoring & Reporting

3.1. <Insert Action Here>

Objective	<i>What are we trying to achieve?</i>
Critical Success Factor (CSF)	<i>Are there any elements required to ensure success of the action?</i>
Key Performance Indicator (KPI)	<i>A measurable value that demonstrates how effectively a company is achieving the above objective. A KPI must have targets, specific timeframes for achieving targets, and be relevant to business outcomes</i>
Metrics	<i>A metric is a quantifiable measure that is used to track and assess the status of a specific process. Are there any processes/information that needs to be tracked to help you achieve your KPIs?</i>
Measurements	<i>What measurement activities will be undertaken or reused to measure your metrics and KPIs</i>
Reports	<i>How you report progress towards your goal? Who does it need to be distributed to?</i>

3.2. <Insert Action Here>

Objective	
Critical Success Factor (CSF)	
Key Performance Indicator (KPI)	
Metrics	
Measurements	
Reports	

3.3. <Insert Action Here>

Objective	
Critical Success Factor (CSF)	
Key Performance Indicator (KPI)	
Metrics	
Measurements	
Reports	

4. Annex

Include any diagrams, figures and reference information indicated in Sections 1 and 2 of this document.