



MANAGEMENT SERVICES SELF APPRAISAL

Current Characteristics

	Never Happens	On Occasions	Regularly	Too often
Score	1	2	3	4
Service provision suffers due to unplanned resource shortages				
Customers orders are delayed because of unreliable service resources or tracking				
Process problems undermine service quality				
Planned Service delivery dates/ targets are not met				
Management spend the majority of their time fixing problems				

How did you do?

- 10 Brilliant ...are you available for benchmarking / case study?
- 11-20 Very good... but you might still save 5% in resource costs and increase output by 10%
- 20-26 Good... you have identified the importance of managing resources and captured some good practices...you could still improve output by 10-20% and reduce costs by around 8%

Managing Service Provision

	Yes	No
Score	1	4
We use measures of performance that are useful to our business... Outputs – stated goals achieved, number of new clients v retained clients, utilisation rates etc. <u>Not</u> just Inputs – requests, manhours, etc.		
We have a practical and logical system for managing and tracking our services		
We know the services, that contribute the most to our stated business objectives and their support mechanisms. We prioritise these.		
We know our personnel well, their skills and abilities and utilise them to the maximum.		
We understand the compliance issues we work to and what actions might compromise them.		

Total Score	
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- 26-33 Fair...but you need to consider adopting best practice. You could achieve a 10-15% saving in costs and an increased output of 20-30%
- 33+ Oh dear...a structured approach will help you realise the true potential of your operations with potential increases in output approaching 40% and a reduction in costs in excess of 20%.

Need Help? Contact us at info@theccasite.co.uk