

Telecare Development Programme

The Future Planning for Telecare Call
Handling

30th April 2009

Quality Assurance and Standards

- Quality : excellence, grade, value, calibre
- Assurance: guarantee, promise, pledge
- Standard: measure, principle, specification

Providing quality and meeting standards is a declaration and measure of excellence

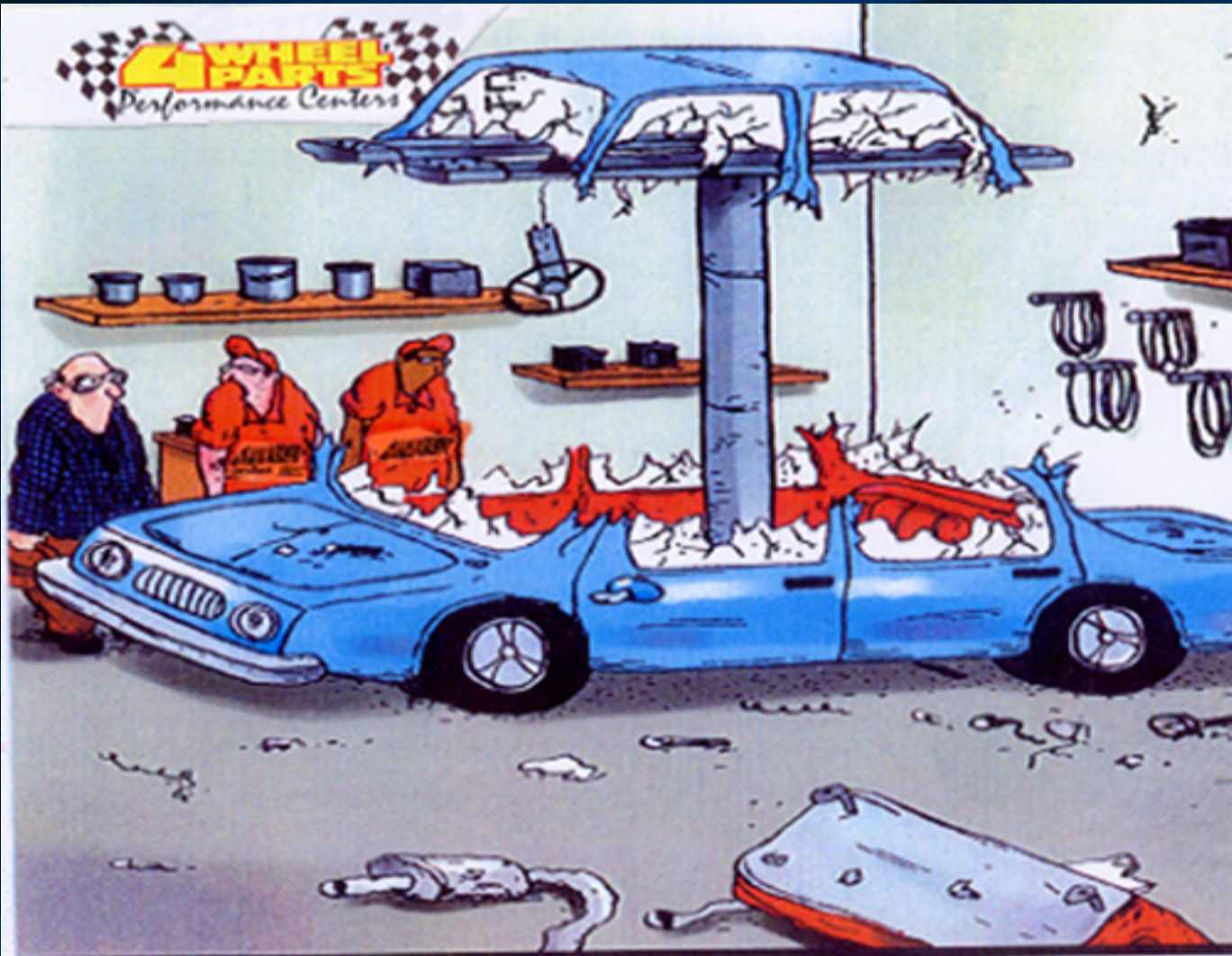
As service providers we should have:

- Vision the planned future
 of the organisation
- Mission the basic function of the
 organisation
- Aims the intention behind actions
- Objectives what we want to achieve

Factors influencing our decisions as customers

- Experiences
- Recommendations
- Value
- High standards
- Quality
- Reliability

4 WHEEL PARTS
Performance Centers



"You still want us to change the oil?"

What should we expect from
quality assurance and
standards?

THE SCARY PART IS,
HE'S IN CHARGE OF
QUALITY CONTROL.



B.1a



Features of Quality

- Tangibles the physical appearance of the service facility and people.
- Service reliability the ability of the service provider to consistently perform in a dependable way.
- Assurance the ability of the provider of the service to inspire trust and confidence.

Features of Quality

- Responsiveness

the willingness of the service provider to be prompt in delivering the service.

- Empathy

the ability of the service provider to demonstrate care and individual attention to the customer.



Features of Quality

- **Professionalism** encompasses the impartial and ethical characteristics of the service provider.
- **Availability** the ability to provide service at the right time and place.

So why the Code of Practice accreditation ?

- Specific to the service sector
- Demonstrates consistency in the delivery of service
- Motivates staff
- Inspires confidence in the customer
- Evidences reliability, high standards and superior quality of service

Excellence is in the details. Give
attention to the details and the
rest will come.

Perry Paxton

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