

# Achieving Operational Excellence: Best Practices for Information Services

## GROUP EXERCISE

### Objective:

Assess possible new best practice projects in your organization

- **STEP ONE:** form groups of 6-7 and identify what works well and what works poorly about **ONE** of these three processes: service level agreements, customer feedback, and content/vendor management. Assign one person to take notes. You are discussing what current practice for your particular process is and making a list of the steps of the process.

Some questions to get you thinking:

### 1. Service Level Agreements

- How do you rate the quality of service you offer?
- Are customers happy with the level of service you provide?
- Do you find the service component of the library difficult to manage?
- Do you have a promise for your customers? How do you plan to meet it?

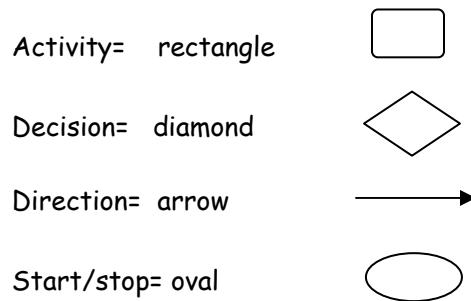
### 2. Customer Feedback

- What are your customer's views about the service of the library?
- Are you aware of the poor or good services you provide to customers?
- Is your service user-friendly? Is it convenient to the customers?
- Do customers have clear expectations from your library? Do you know what they are?
- Is the concept of internal customer satisfaction working in your library? Is it measured?

### 3. Content/Vendor Management

- Are there content resources that are purchased yearly as must-have vs. those purchased on an as needed basis?
  - How are "must haves" determined? By customer survey? By tradition?
  - Is there a policy governing "as needed" content purchases?
  - What is the process for fulfilling these requests?
  - Are customers satisfied with current portfolio management process and fulfillment?
  - Is there a review of content planning as it relates to stated organizational goals and objectives?
- **STEP TWO:** examine the current practice for gaps, poor quality, what doesn't work and map your process,
    - Note: poor quality levels may not show as gaps and should be noted separately to address for possible solutions

You may use your list (from step one) or create a workflow diagram. Remember ADDS



- **STEP THREE:** identify possible solutions to create a best practice

Time: 20-25 minutes

- **STEP FOUR:** merge into three larger groups to consolidate solutions & map new workflow
- **STEP FIVE:** identify next steps to complete best practice

Time: 20 minutes

- **STEP SIX:** report back to whole group and discuss possibility of successful implementation

Time: 10 minutes