

Competency: Delivering Results and Meeting Customer Expectations

Activity 1

Use “to do” lists. Frequently ask yourself what the best use of your time is right now. Use a diary, either paper or electronic, and set aside time in your day to maintain and update it. Be aware of who can help you. Avoid waiting until an issue becomes urgent before doing something about it.

Activity 2

Identify who your customers are, both direct and indirect. What does your direct customer need? Think about what the end customer needs. Try not to assume you already know what the customer wants. Spend some time researching your customers’ needs, both before and after sale, and how their needs may change in the future. Identify what improvements your customers want in your existing products or services. Pinpoint who needs your services but may not realize what is available.

Activity 3

Examine production processes to identify steps that might be unnecessary, without compromising quality just to achieve the numbers. Can processes be streamlined? Are steps being repeated unnecessarily because they are performed at the wrong stage of the process? Are the right people involved in the process at the right stage? Discuss your suggestions with your team and colleagues to ensure changes to the existing process don’t adversely affect quality.

Activity 4

Regard objectives that have been set as the minimum standard. Set team goals above the minimum. Benchmark individual and team performance. Provide incentives that encourage excellence. Even when under pressure, deliver the quality message and adhere to quality control process to maintain standards. Link personal reward incentives to achieving quality.

Activity 5

Consider how conscientious you are at sticking to deadlines and driving activities to completion. Identify any situations when you do not deliver as promised and examine the reasons why. List the steps you could take to help you achieve your deadlines and complete activities.

Activity 6

Imagine that each piece of work you do will be used to decide your pay rise. Compare your work to that of someone you consider successful. How does it measure up? Imagine how your customers and colleagues regard the quality of your output. Set yourself personal rules and standards and always keep to them.

Results: