

voice project

improving organisations
by giving people a voice
www.voiceproject.com.au

service quality surveys with voice project

use accurate feedback about your stakeholders' satisfaction to drive the development of your services/products

who we are

Voice Project is a research and consulting company dedicated to "improving organisations by giving people a voice" and specialising in delivering best practice organisational surveys

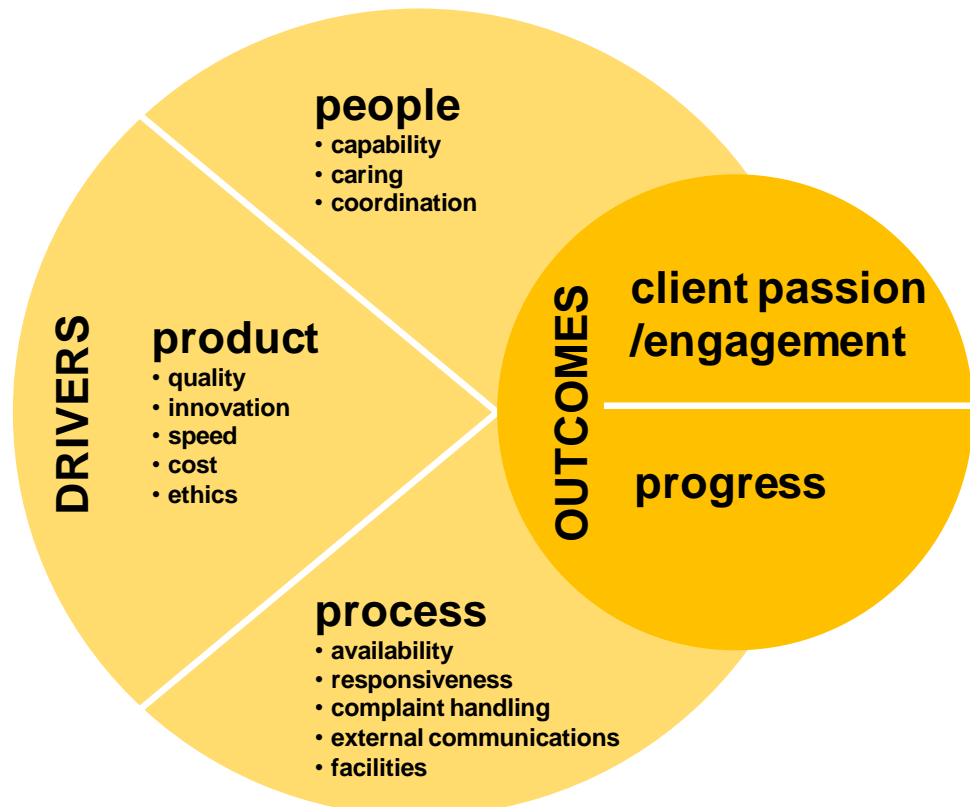
service quality surveys

- Used to evaluate an organisation's or business unit's strengths and areas for improvement in terms of stakeholder relationships
- Also referred to as a client satisfaction survey or stakeholder engagement survey
- The Voice Project service quality survey was developed after extensive research identified three key drivers of client passion and perceived organisational progress (see model below)

benefits of our service quality surveys

We help you to:

- Tailor the survey content specifically for your unique services/products
- Brand and colour your survey to match your company identity
- Administer the survey using the method most suitable for your stakeholders (online, paper-based, interviews, focus groups etc...)
- Gauge the current level of stakeholder satisfaction with your unique services and against industry benchmarks
- Identify the aspects of your unique services/products that drive stakeholder perceptions and will provide you with greatest return on investment
- Provide a baseline against which the success of future initiatives can be measured
- Provide performance statistics to external review groups (e.g., funding bodies, boards)



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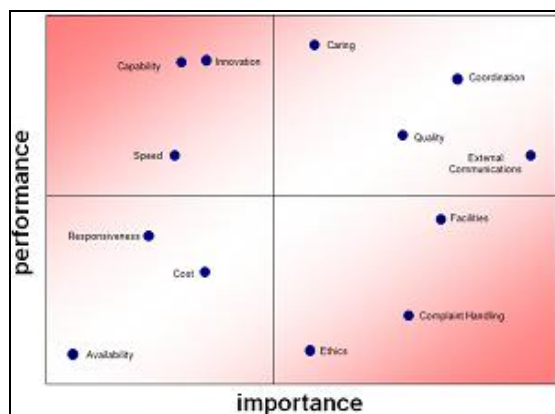
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analysing & reporting

- A high-level report highlights your organisations key strengths and areas of improvement
- Our 'gap analysis' also helps focus action planning by identifying areas likely to lead to the greatest return on investments aimed at improving stakeholder satisfaction
- Results are colour-coded to facilitate interpretation
- Work area specific results are also produced to assist managers in identifying their own services strengths and areas for improvement
- Written feedback comments from stakeholders are thematically analysed and reported verbatim, enriching the quantitative results

	Whole of Organisation XYZ	Service A	Service B	Service C	Service D
Responses:	129	13	41	29	11
CLIENT PASSION / ENGAGEMENT	84%	82%	89%	78%	87%
ORGANISATIONAL PROGRESS	70%	60%	75%	64%	90%
PRODUCT					
Quality	81%	84%	86%	74%	85%
Innovation	70%	77%	73%	67%	87%
Speed	71%	78%	77%	66%	86%
Cost	61%	85%	70%	53%	56%
Ethics	79%	74%	89%	74%	67%
PEOPLE					
Staff Capability	90%	70%	95%	79%	91%
Staff Caring	85%	90%	60%	82%	92%
Staff Coordination	58%	47%	45%	60%	71%
PROCESS					
Availability	92%	70%	48%	65%	47%
Responsiveness	80%	77%	82%	72%	87%
Complaint Handling	80%	83%	81%	77%	96%
External Communication	77%	70%	81%	78%	79%
Facilities	81%	84%	82%	80%	92%



case example 1: IT User Engagement

As part of a review of IT services at an Australian University, Voice Project worked collaboratively to design a tailored survey. The survey enabled the 'hot' issues identified in interviews and focus groups to be measured in a systematic way.

A sampling approach was taken to ensure views from all areas within the faculty were collected.

The results helped identify the key areas related to service user satisfaction. The results also showed that some 'hot' issues were not problematic for most faculty members. Subsequently, IT management used these results to help inform key decisions about the best way to deliver IT services in the future.

case example 2: NFP Service Satisfaction

Voice Project worked with a large disability services provider to give a 'voice' to people they support and their families/carers. Together we established a framework of outcomes for clients so the organisation could assess the impact of services and practices on client well-being as well as satisfaction with services.

Survey methods were adapted significantly to capture valid responses from clients with intellectual or communicative disabilities. Responses were compared and integrated with results from family members to provide recommendations for the most effective areas of focus for continued improvement to services.

Post-project feedback indicated that the survey provided clients with a disability a rare opportunity to have increased ownership and involvement in the services they receive, and also helped improve key strategic planning decisions.

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