



## KPM Relationship Management

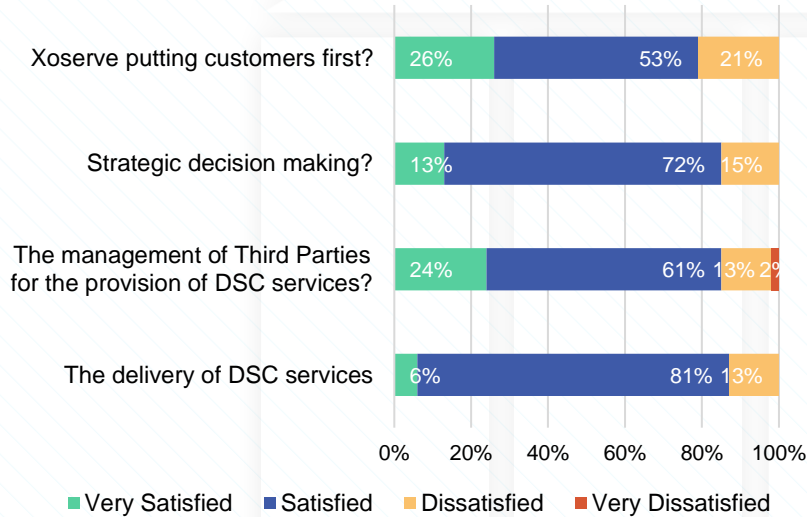
Q2 22/23 – September 2022

# KPM Relationship Management Scores

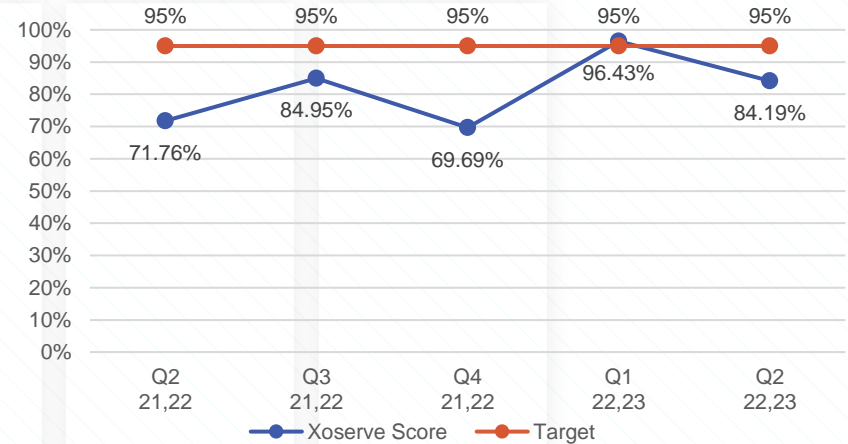
Target	Q2 21,22
95%	84.19%

	Q2 21,22	Q3 21,22	Q4 21,22	Q1 22,23	Q2 22,23
Customer Response Vol.	26	31	24	21	54
Customer Feedback Vol.	6	8	7	5	33

## All Segment Scores By Question



## Quarterly Trends

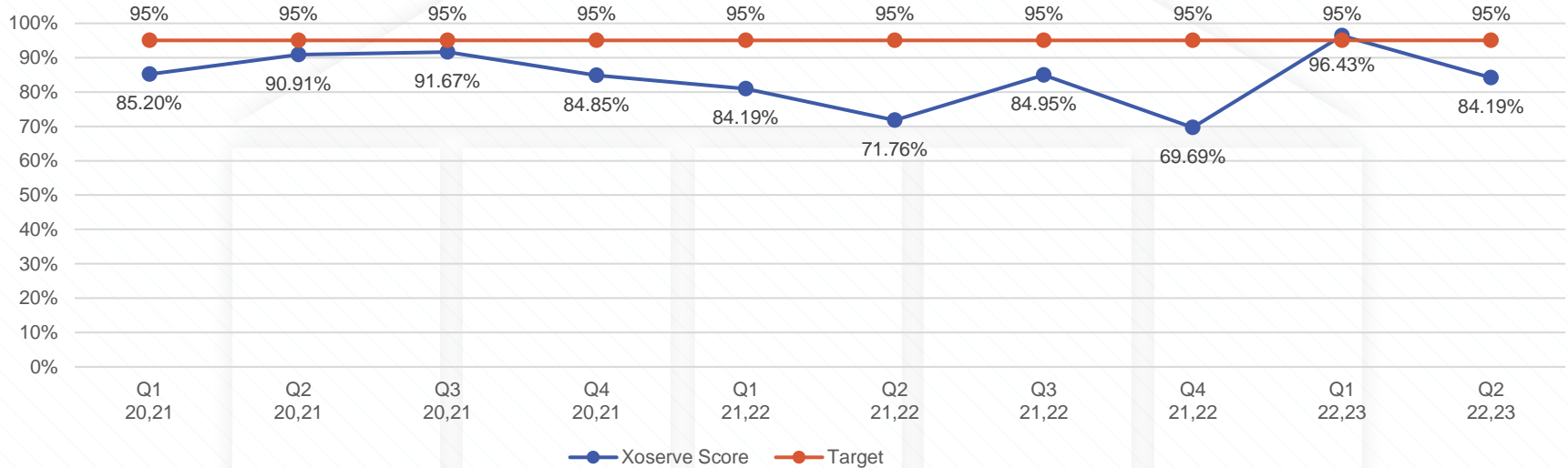


## Commentary

- An improved survey response from 54 customers across 30 organisations.
- Customers provided 33 pieces of feedback to support their scores. Improvement focus areas, feedback examples and actions detailed on slide 4.

# KPM Relationship Trends

## Quarterly Trends



	Q1 20,21	Q2 20,21	Q3 20,21	Q4 20,21	Q1 21,22	Q2 21,22	Q3 21,22	Q4 21,22	Q1 22,23	Q2 22,23
Customer Response Vol.	61	33	42	22	28	26	31	24	21	54

# Improvement Focus Areas and Actions

Focus Area	Customer Feedback Themes	Next Step	Status
Customer Change	Projects not delivered inline with initial timelines. Implementing change with end users in mind	<ul style="list-style-type: none"> <li>Customer feedback fed into project lessons and reviewed by the change journey improvement working group.</li> <li>Clearer roles and responsibilities have been defined across Xoserve/Correlia.</li> <li>Process improvements to Early Engagement, Change Development, Requirements Gathering and Communications are in progress.</li> </ul>	In progress
Help & support Request	Tickets closed without explanation or resolution	<ul style="list-style-type: none"> <li>Root cause analysis of cases identified a training gaps with using ticket management tools.</li> <li>Improvements in progress to people training programme.</li> <li>Quality checks increased to 100% for employees who have issued poor quality or inaccurate resolutions.</li> </ul>	In progress
Self-serve user experience	Loosing track of tickets, no holistic view of what organization is raising, the status and how many are open.	User research and discovery sessions underway to explore options to personalize the online experience.	In progress
Customer eLearning	LSO eLearning contained images with old DES format	Training documents reviewed and updated. Request to remove DES references from GES portal submitted.	Complete
Communications	Difficult to keep up with the number of communications, knowing what to do and what not to do.	Currently reviewing the strategy and approach for more targeted communications, for all customer types and communication preferences.	In progress