

Benchmarking & Accreditation

Before we start

- Introduce yourselves on your table
- What made you interested to come to this session? What are your questions?

Benchmarking & Accreditation

- Introduction
- Panel discussion
- Time for your questions

Contact the presenter or the Forum team if you would like support in this area. Take time to speak to the presenters at the break.



-Steve Woosey-
Chief Executive Officer

Speakers

- Stewart Fountain – Yorkshire Building Society
- Dal Kaur – Yorkshire Building Society
- Neil Arrowsmith – Tesco Bank General Insurance
- Mike Brace – Motability Operations
- Chris Rainsforth – The Forum

What have we learnt in 2015/16?

- Scope and influence of planning continues to grow
- Expectations are increasing
- Maintaining a standard is a balancing act
- Continued appetite for improvement



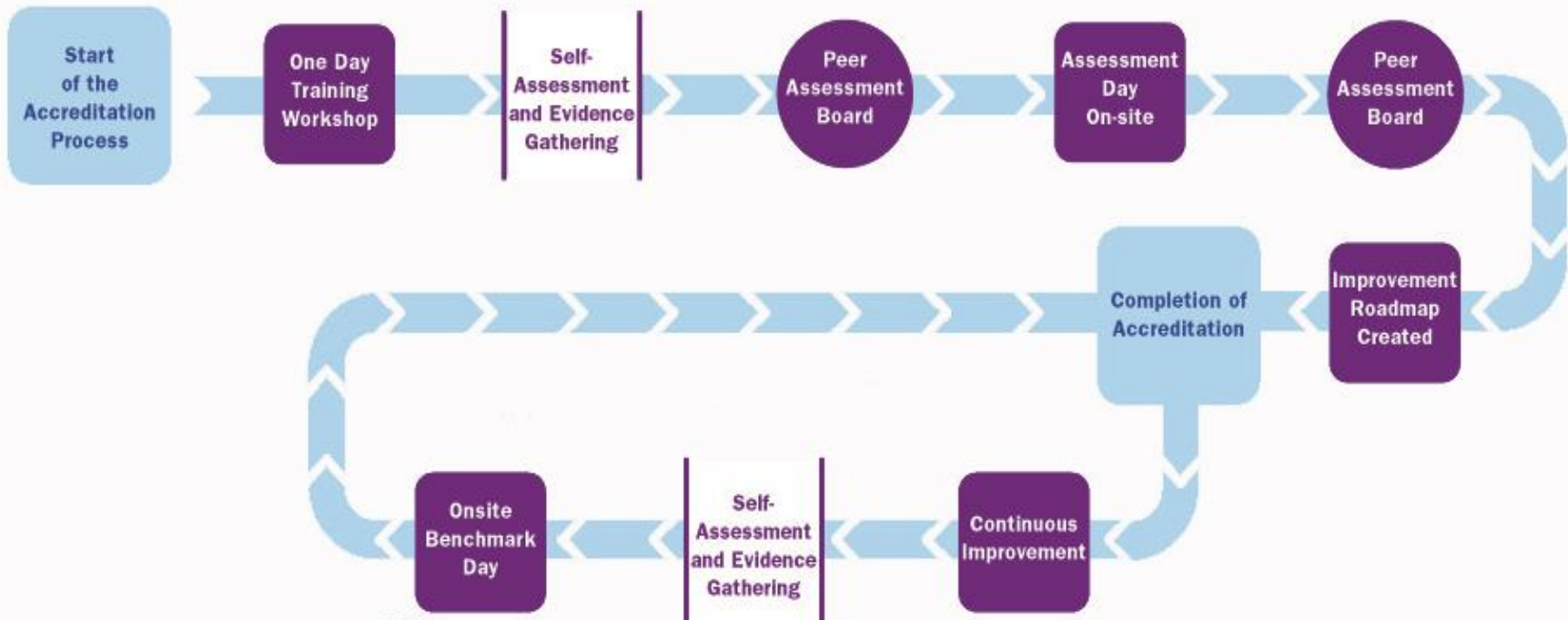
Latest Benchmarks – Industry Average

Competency Cluster	Industry Average
Operational Planning	2.50
Long Term Planning and Forecasting	2.71
Scheduling, Work Allocation, Skills Management	2.51
Scope of Planning	2.54
The Planning Team	2.75

Latest Benchmarks – Best in Class

Competency Cluster	Best in Class
Operational Planning	3.5 (2.5)
Long Term Planning and Forecasting	3.57 (2.71)
Scheduling, Work Allocation, Skills Management	3.5 (2.51)
Scope of Planning	3 (2.54)
The Planning Team	3.67 (2.75)

How does it work?



Standards Benchmarking

Robust priorities for development



Rigorous assessment, of how you work and the impact you are achieving, uses a detailed outcome-based framework.

By relating this to benchmark results, we draw out robust evidence of your strengths and a bespoke roadmap for development.


Breakthrough Performance

Further, faster, together



Benchmarking & Accreditation

Focus your resources and priorities in the right places, identifying how you can move from good to great. Rigorous assessment uses a detailed outcome-based framework.

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Questions



How do you know your support team is doing a great job?

Join our next group in the established benchmark programme for Planning teams.

Or be part of the pilot group starting off now, for standards benchmarking in

- Data, Analytics & Insight or
- Quality & Customer Experience.


Breakthrough Performance

Further, faster, together



Raising Standards in
Customer Operations

Thank You


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Breakthrough Performance
Further, faster, together



Customer Strategy & Planning 2016

Welcome to Stratford upon Avon
25th and 26th April 2016 Shakespeare 400

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