Based on your research on procedures in the previous activity, in this activity you are asked to develop procedures and tools concerning customer satisfaction.

TASK 1

Identify the clients (Stakeholder types, e.g. job seeker, funder, etc.) in your organisation and decide on criteria and indicators for measuring:

- Effectiveness of your work (e.g. time effectiveness etc.)

- Satisfaction (of each target group)

- Other dimensions

Then, complete the matrix provided below. In the first column you should write your criterion or indicator type, i.e. the aspect you want to measure. Next to that in the column with the a, b, c numbering, you should indicate the specific **measurable** elements that you will measure in order to evaluate your customer service. Next to that, you are required to indicate the stakeholders types for which it is relevant. Also, in the stakeholder type columns, you can write indicators, for example if an indicator is score in evaluation, you can also provide the score you would consider acceptable, etc. You can insert as many columns as you need.

EXAMPLE:

Criteria - indicators		Stakeholder type 1	Stakeholder type 2	Stakeholder type 3
CRITERION – INDICATOR 1: Time effectiveness	a. Average waiting time in the lobby should be less than 20 min.	CLIENTS		
	Reporting should never be delayed beyond deadlines		FUNDER	

Criteria - indicators		Stakeholder type 1	Stakeholder type 2	Stakeholder type 3
CRITERION – INDICATOR 1:				
CRITERION – INDICATOR 2:				