

## PREScriptions FOR CLOSING QUALITY GAP

- 1 **Creating a Shared Service Vision:** Developing a clear and compelling vision for service excellence is essential. This vision should be communicated and shared across all levels of the organization, aligning everyone towards a common goal of delivering high-quality service.
- 2 **Locating Service Points Near Customers:** By strategically locating service points closer to customers, organizations can improve accessibility and responsiveness. This could involve opening new service centers or satellite locations in areas with high customer concentration, reducing travel time and enhancing convenience for customers.
- 3 **Product Design:** Investing in product design that emphasizes quality and customer satisfaction can significantly impact the quality gap. By understanding customer needs and preferences, organizations can design products that meet or exceed their expectations. This includes factors such as functionality, durability, ease of use, and aesthetics.
- 4 **Performance Measurement and Reward System:** Implementing a robust performance measurement system is crucial for identifying gaps and monitoring progress. By setting key performance indicators (KPIs) related to service quality, organizations can track their performance and identify areas for improvement. Additionally, a reward system tied to these KPIs can incentivize employees to deliver exceptional service and drive continuous improvement.
- 5 **Unconditional Guarantee:** Offering an unconditional guarantee can be a powerful way to close the quality gap. By assuring customers that their satisfaction is of utmost importance, organizations instill confidence and trust. This guarantee should include a promise to address any issues or concerns promptly and effectively, providing customers with peace of mind and demonstrating a commitment to quality.

# Quest For Quality Prescriptions For Service Excellence

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## **Quest For Quality Prescriptions For Service Excellence:**

**Measuring and Improving Patient Satisfaction** Patrick J. Shelton, 2000 Measuring and Improving Patient Satisfaction provides a detailed how to approach to establishing an effective patient satisfaction measurement program The reader learns how to measure patient satisfaction and act upon the information obtained from patient satisfaction surveys The book is based on the author s own experience in creating and implementing a patient satisfaction measurement program for the Med Partners Friendly Hills Health Network in Southern California

**Scaling Leadership** Robert J. Anderson, William A. Adams, 2019-01-23 Transform Your Organization by Scaling Leadership How do senior leaders in their own words describe the most effective leaders the ones that get results grow the business enhance the culture and leave in their wake a trail of other really effective leaders Conversely how do senior leaders describe the kind of leader that undercuts the organization s capacity and capability to create its future This book based on groundbreaking research shows how senior leaders describe and develop leadership that works that does not that scales and that limits scale Is your leadership built for scale as you advance in today s volatile uncertain dynamic and disruptive business environment This context puts a premium on a very particular kind of leadership High Creative leadership capable of rapidly growing the organization while simultaneously transforming it into more agile innovative adaptive and engaging workplace The research presented in this book suggests that senior leaders can describe the High Creative leadership with surprising clarity They also describe with equal precision the High Reactive leadership that cancels itself out and seriously limits scale Which type of leader are you You scale your leadership by increasing the multiple on your leadership in three ways First by developing the strengths that differentiate the most effective leaders from the strengths deployed by the most Reactive and ineffective leaders And second by increasing your leadership ratio the ratio of most the effective strengths to the most damaging liabilities Third by developing High Creative leaders all around you Scaling Leadership provides a proven framework for magnifying agile and scalable leadership in your organization Scalable leadership drives forward momentum by multiplying high achieving leaders at scale so that growth productivity and innovation increase exponentially Creative leaders multiply their strengths beyond technical competence by leading in deep relationship with radical humanity passion and integrity Drawing upon decades of solid research and experience enhancing individual capability and collective leadership effectiveness with Fortune 500 companies and government agencies the authors provide an innovative and efficient framework to help you Take stock of your own personal balance of leadership strengths and weaknesses Scale your leadership in deep relationship and high integrity Proliferate high achievers throughout your organization s leadership system Identify ineffective leadership and course correct quickly Transform your organization by transforming leadership Scaling Leadership is an invaluable tool for executives managers and leaders in business academia nonprofit organizations and more This innovative resource provides effective techniques real world examples and expert guidance for organizations seeking to improve performance align and

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