Continuous performance improvement – Getting started

Scores on the Board is a continuous improvement system to help power performance. It's simple, effective and easy to implement in any organisation.

The system was created by Bill Lang and developed using Harvard Business School research on the Service-Profit Chain business model. This model shows that satisfied and engaged staff leads to satisfied customers, which leads to improved business performance.

Engaged Staff → **Satisfied Customers** → **Improved Business Performance**

Scores on the Board consists of 5 parts and is driven by staff to meet the needs of their customers, whether they are internal or external customers.

Vision
The success of the system always starts with a clear team vision. The vision sets the standard for what the team recognise as good customer service.

Goals
Goals are the signposts that keep us on track towards our vision, and give us a sense of achievement along the way. What areas of performance do we want to improve? What goals do we set to reach this improvement?

Feedback
Feedback from the team and customers is vital. This feedback helps us to understand what we are doing well, and what needs to be improved to get closer to our vision.

Gaps
Conducting a gap analysis helps us identify the gap between where we are (feedback score) and where we want to be (our vision). We need to determine what is causing the gaps and distinguish whether the cause is within our control or not.

Actions
Creating a detailed action plan documents how we will achieve our goals. The plan should include practical actions to be completed within a specific timeframe. Plan the work and then work the plan.

Using a 5 part process, Scores on the Board will:

- Ensure that everyone in the team has a say
- Encourage everyone to be involved in improving how they feel and operate as a team
- Empower individuals to suggest ways to improve as individuals and as a team
- Increase communication within the team
- Enable teams to drive business improvement for the customers
- Allow leaders to focus on any area of improvement with help of their team
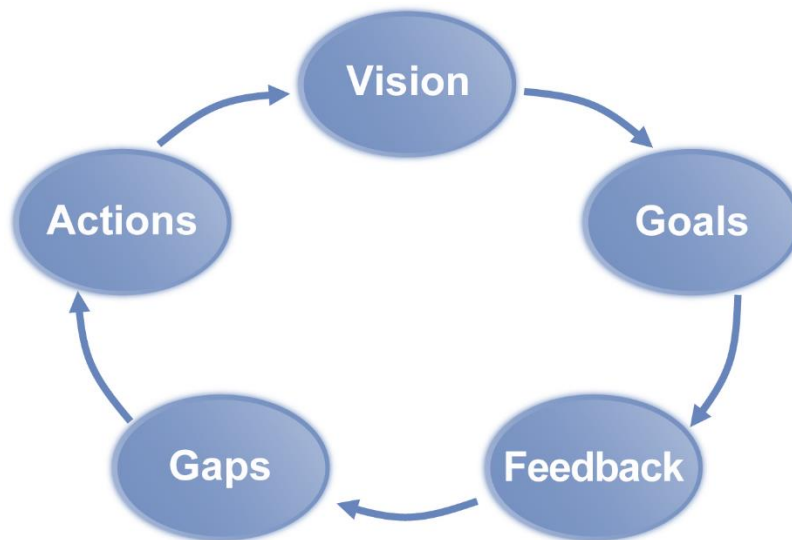
The 5 part system can be linked to at least 3 key performance areas which include:

Staff experience	The extent to which staff look forward to coming to work each day

Customer experience	The extent to which customers are satisfied with the service they have received

Operational effectiveness	Improvements in team output and financial measures like expenses and revenues

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