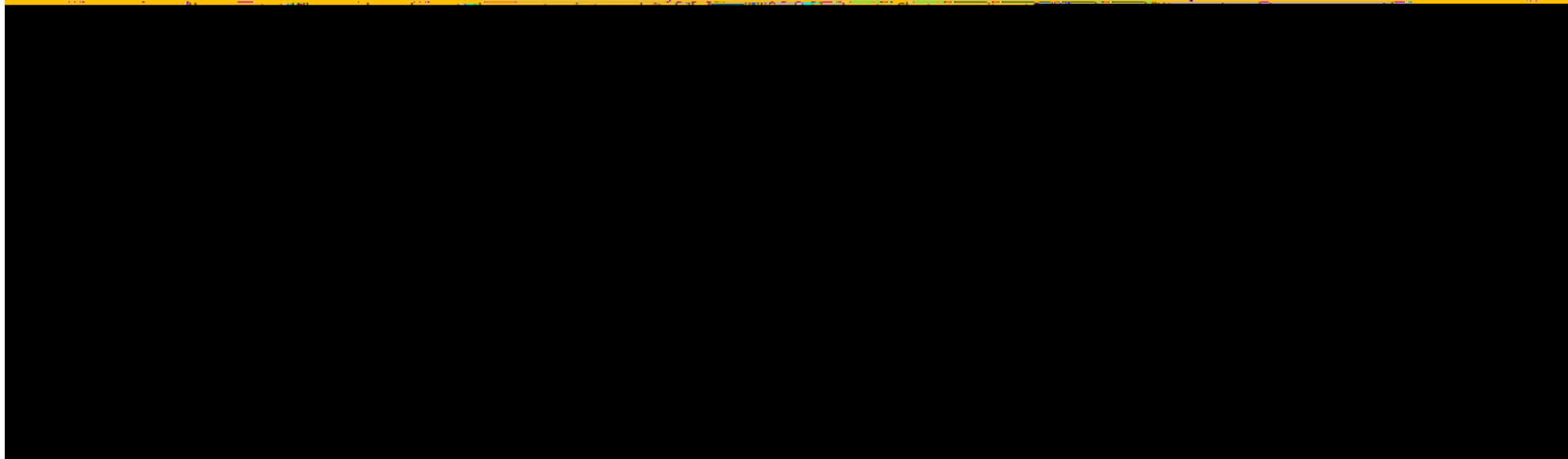


Have the size commitments of the additional service — 196 Yes (73%), No (32%) ...

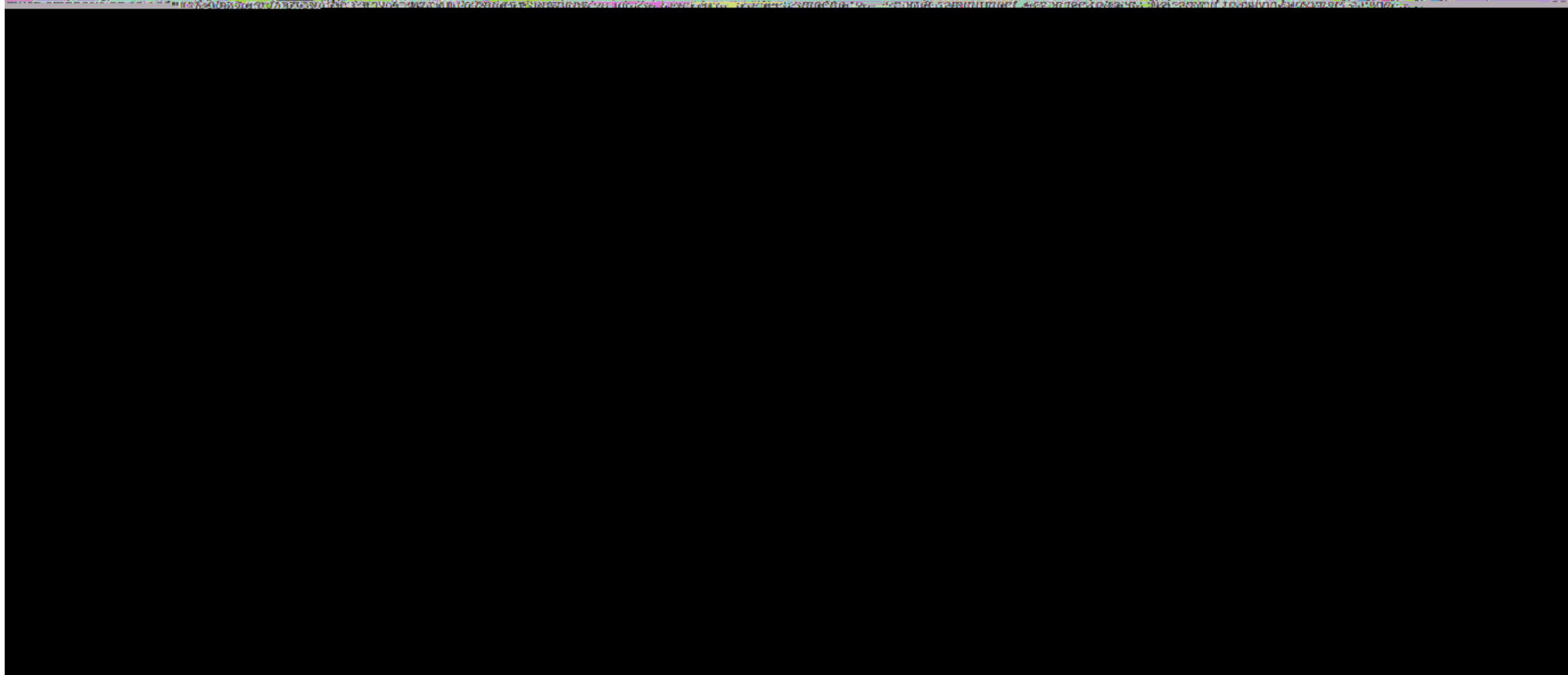
Charter commitment enough and there is

there any pledge or standard that you think

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Year	2017	2018	2019	2020	2021
Revenue	100	100	100	100	100
Expenses	100	100	100	100	100
Profit	0	0	0	0	0



Let's have clear statistical information about what services are delivered on time and if not then how long customers are having to wait for services they have for... There will be measures in the Performance Framework related to the Customer Service Charter. An action has been added to the Action Plan at 6.3 to ensure this happens and this timeliness of delivery aspect will be included in the... Go out into communities and engage in real dialogues with them about what customers want from a service. The Community Planning Team will use this approach when developing... how customers think this could be best delivered, whether the existing structure of... is likely to achieve... community plans and a number of other Services also use "Clarettes" for... that and... for feedback that won't just be used to fill in a... inform design and operation of the... gathering feedback on location specific intelligence... The Scottish Approach to... Service Design... real customer... experience at the centre of service design... and Action Plan Action 2.2 will roll this... out to all our process/system designers.

