

Municipal service process and quality guidance (seed)

Purpose

Supports retrieval for practical process-improvement components in local service delivery projects.

Core process management elements

- Service catalog and service standards
- Process maps with roles, decision points, and handoffs
- Queue and workload management rules
- Escalation and exception handling
- Quality checks and supervisory review
- Citizen feedback and complaint handling

Pilot implementation pattern

1. Select service/process with high volume or strategic importance
2. Map current-state process and bottlenecks
3. Define target-state process and service standards
4. Train staff and supervisors
5. Pilot, monitor, and review performance
6. Adjust SOPs and institutionalize changes

Operational indicators

- Service completion time
- First-time-right rate
- Backlog volume
- Escalation resolution time
- Citizen satisfaction proxy measures