

Agency service standards and process mapping reference (seed)

Purpose

Supports retrieval for process improvement and service delivery pilot design.

Core process documentation elements

- Current-state process map and actors
- Standard processing steps and decision points
- Service standards (timeliness, completeness, quality checks)
- Exception handling and escalation
- Monitoring checkpoints and reporting responsibilities

Pilot process-improvement cycle

1. Baseline measurement of current performance
2. Process mapping and bottleneck analysis
3. Redesign and standard setting
4. Staff training and rollout
5. Monitoring and weekly review
6. Adjustments and institutional adoption

Illustrative operational metrics

- Turnaround time
- Completion rate
- Error/rework rate
- Backlog volume
- Compliance with service standards