

Gas Servicing Future Procurement

Annex C

NSO Gas Servicing and Maintenance Improvement Plan

Number	Task	Timescale
1	Recruit to staffing levels required to undertake all obligations	Apr-08
2	Integrate structural changes to management and reporting lines	Apr-08
3	Fully integrate Management Information processes for recording of servicing access and no access rates	Apr-08
4	Implement feedback mechanisms from engineers on appliances to inform on address list for future boiler replacement	Apr-08
5	Complete training package for supervisors and agree core targets for service delivery	May/June 08
6	Review and implement any changes to quality control procedures including agreement and delivery upon supervision, work audits, feedback, directed training and re-evaluation and records management.	May/June 08
7	Continue to build upon the recently open Jewsons facility including cost reconciliation processes, management information on waiting times and timetables for van stock reconciliation.	ongoing
8	Roll out handheld technology and mobile working procedures following testing to target productivity increases in operatives working time and swift data transfer	ongoing
9	Implement outcomes of Housing Repairs Review	ongoing
10	Increase engineer training packages to keep abreast with modern technologies and regulations	ongoing
11	Improve communication links with Project team to ensure efficient communication and delivery of replacements, etc	ongoing
12	Review of end to end Servicing, repairs and replacement process to improve efficiency of service.	ongoing
13	Develop robust performance management and management information system to improve the understanding of how the Heating Servicing and repair process is performing	ongoing
14	Review of the Legal process for gaining access to Service appliances.	ongoing
15	Develop a publicity campaign to warn of the importance of customers having their fires services regular	ongoing
16	Develop closer links with Corgi to ensure that the service meets the required legislation and standards	ongoing