

**ROYAL AUSTRALASIAN COLLEGE OF SURGEONS**

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## **COLLEGE SERVICE STANDARDS MANUAL**

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## 1. SERVICE PRINCIPLES

The College Service Standards are defined in terms of timeliness, accuracy and appropriateness.

**Timeliness** - is the delivery of a service which is prompt and within an acceptable timeframe.

**Accuracy** - is the delivery of accurate information and service. Only 100% is acceptable as a standard.

**Appropriateness** - is about ensuring that the appropriate assistance is offered to meet the situation and that customers' expectations have been met.

The sources of information which define the service standards for the College are:

- Management and staff
- Existing Fellows, Trainees & International Medical Graduates – generate customer expectations
- Regulatory Authorities – service standards that must be used (ISO).

## 2. SERVICE STANDARDS

### 2.1 Person to Person

When customers interact with us, we will:

- greet them with a smile
- identify ourselves by wearing a name badge
- provide prompt reception service
- project positive body language
- listen and acknowledge their requirements
- provide an accurate response to enquiries. If we do not know the answer, we find out the answer or the best person to assist
- eliminate jargon, acronyms and abbreviations, and use plain English wherever possible
- adhere to commitments we make
- respect confidentiality
- show understanding and empathy
- ensure they are kept informed on the progress of their request.

### 2.2 Telephone

When customers call, we will:

- answer within 5 rings
- answer with a personal greeting which identifies the organisation/department and our name
- ask questions to identify the essence of the enquiry
- return messages on the same day if possible or by the next business day.

### 2.3 Visitors

When customers visit the College, we will greet and acknowledge them in a respectful and friendly manner, notify the requested person of their arrival and if this person is not available, notify another appropriate person who may be of assistance. If we cannot assist them in person on the day, we will pass the nature of the request on to the most appropriate person.

### 2.4 Correspondence and Emails

When customers write to us, we will notify them within 48 hours that we have received their written communication.

## 2.5 Website

We aim to keep information on our website up to date and relevant.

## 2.6 Complaints

If customers make complaints, we will:

- contact them the same day if possible or by the next business day to acknowledge receipt of their complaint and endeavour to resolve the issue together
- If resolution cannot be immediate, we will advise the customer on the progress of the status of their issue during the resolution process at appropriate intervals.

## 3. SERVICE TARGET

The service target provides a guide to the maximum time for service delivery.

These service targets are identified in department procedures where appropriate and monitored by the College Quality Management System.

## 4. FEEDBACK

Customer feedback is valuable to us and will help as gauge whether we are meeting their expectations and adhering to our service standards.

Provision of feedback by the customer to the person who assisted and/or their manager is very useful.

Feedback may also be provided via our main email: [R.A.C.S@surgeons.org](mailto:R.A.C.S@surgeons.org) or telephone +61 3 9249 1200.

## 5. MEASUREMENT AND EVALUATION

Performance against the standard may be measured by College managers through the following mechanisms:

- Observation
- Tracking agreed measurements on a periodic basis (e.g. answering of telephone calls, response to written communication)
- Feedback, questionnaires and surveys
- Use of technology reports

Service standards and performance against these standards should be reviewed regularly with employees, particularly during performance review discussions. Discussions about these service standards will generate ideas for continuous process improvement to further enhance service delivery within the College.