

Customer Experience

Meeting: Council Briefing
Date of meeting: 03 February 2021
Reporting officer: Nadine Spring, Customer Support Manager

Purpose/Ngā whāinga

To update the Council on the progress of the Customer Experience project (the “project”), which has a focus on Councils’ reputation as an organisation and how we can continue to develop positive relationships with our communities and each other.

Discussion/Ngā kōrerorero

A project team consisting of a diverse group of KDC staff with representation from across the organisation, was created to research the current state of the level of customer experience provided. The project has the following objectives:

- Create a framework with guiding principles that will enable a consistent approach to our customers across the organisation, that is aligned with our values and behaviour framework and supported by our other organisation frameworks and strategies.
- Assess Council performance on communication and community engagement with residents.
- Identify and prioritise opportunities for improvement that will be valued by residents.

Next steps/E whaiake nei

- Embed the KDC experience throughout all organisational systems and processes.

Attachments/Ngā tapiritanga

	Title
A	Customer Experience induction presentation

