How do you Deliver a Great Experience?

How are you currently performing, and how can you use the Quest NBS Insight Data to make a difference in the customer experience journey.

How can we get it right and ensure that customer satisfaction improves year on year through:

- €££iciency
- Effectiveness
- Satisfaction
- Measurement and review tools.
How do you know how your facility or team is performing in key delivery areas?

The RD Dash will help you to delve deeper into data to assist you in the continuous improvement journey.

Let's look at some of the overall statistics from the 2019 Quest National Report.
Kahoot User Guide

How to Login to Kahoot

Google Kahoot.it

Enter the unique Game PIN to join and press enter.

Lets Play the Game
So what can the RD Dash do for you?
Analyse Data

The RD-Dash allows organisations and facilities/teams to fully analyse data from their own dashboard.

Data is included within all reports and dashboards, including:

- Site and service specific data
- Corporate data
- National organisations data
Quest reports can be downloaded from your own dashboard – never lose a Quest report again!!

Reports give instant visibility of:
• Overall banding result
• Module banding results
• Key performance indicators from a wide range of reporting components
• Improvement Plan
• Visual aids such as photographs.
A variety of tools are available for benchmarking:

- Charts
- Pivot tables
- KPI
- Tabular view
- Pie Charts

Components build up the dashboards allowing the drilling down into data insight needs.
A variety of league tables are available to benchmark for:

- Assessment types
  - Entry
  - Plus
  - Unannounced Directional Review

- Modules

- Sections
  - Mystery Visit
  - Plan
  - Do
  - Measure
  - Review

- Questions
Reporting for all areas of an organisation

Data is available at a number of levels for:

- Organisations
- Regions
- Contracts
- Facilities/Teams
Over to you

Have a chat with the person sat next to you - what data or information do you want to know from your Quest assessment

- Write down three strengths you would want to know and how they will assist you in your continuous improvement journey.

- Write down three areas of improvement you would want to know and how they will assist you in your customer journey.
How and what do you Measure and Review

- Business objectives
- Performance management measuring process (KPIs)
- Measurable outputs (SMART)
- Ability to amend business objectives part way through the financial year
- Customer surveys
- Communication with customers
- Customer feedback
- Procedure and policy systems
- Updated training plan
- Good practice
- Investment – ROI
- Customer feedback
- Focus groups
- Benchmarking
- Improvement plan
- Charter KPIs
- Training evaluation
- Mystery visits and calls
- Internal and external assessments and audits
- Meetings
What’s Next

Quest National Report 2019

- The first Quest National Report will be published next week. A copy will be emailed to all delegates attending the conference.
- Piloting 6 organisations with logins
- Logins for centre instead reports during March
- Organisation, regions and contracts during June