



CIMSPA & QUEST NBS
CONFERENCE



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Quest NBS Conference

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RD Dash

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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:

- Efficiency
- Effectiveness
- Satisfaction
- Measurement and review tools.



Quest National Report 2019

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.

Lets look at some of the overall statistics from the 2019 Quest National Report

Login into Kahoot



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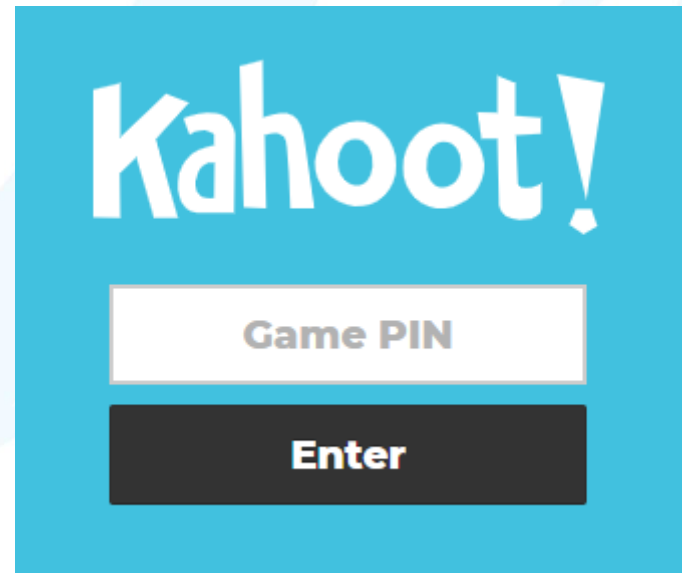
Kahoot

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](#)



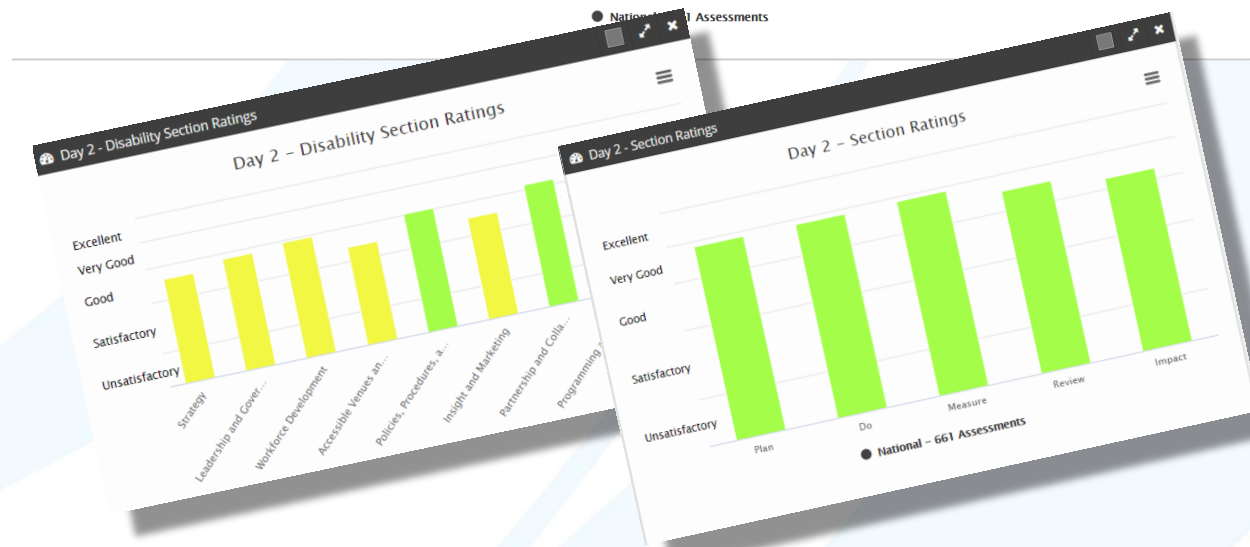
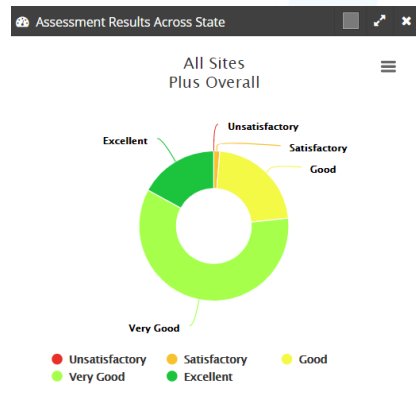
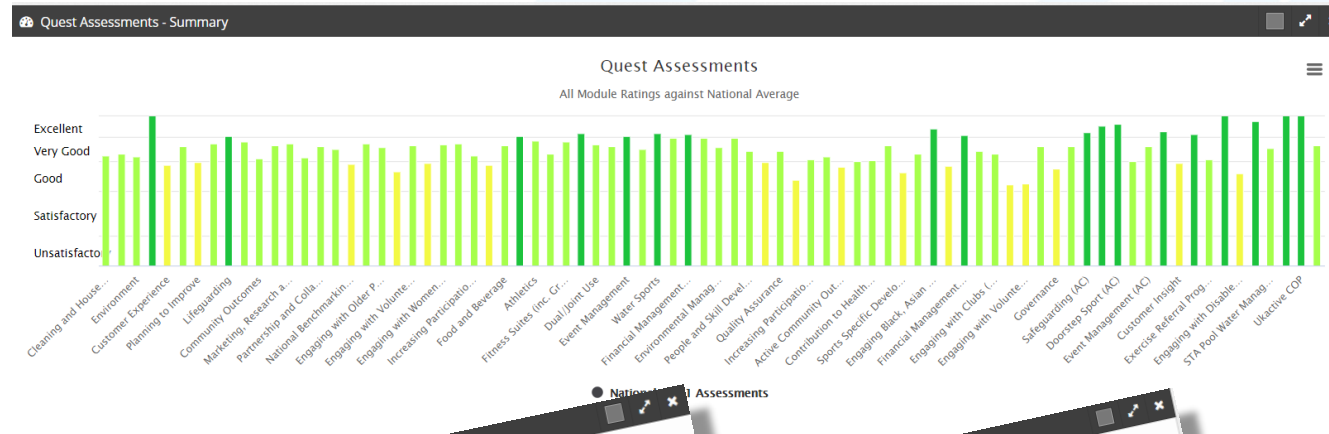
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So what can the RD Dash do for you?

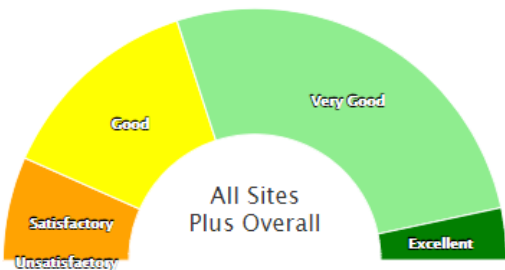
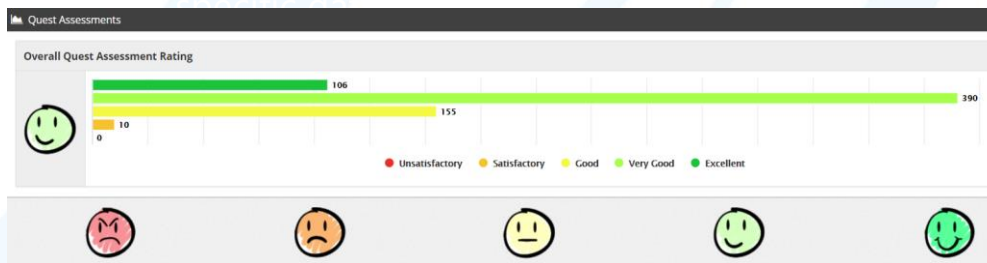




Analyse Data

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:



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Reporting made Easy

Quest reports can be downloaded from your own dashboard – never lose a Quest report again!!



OVERALL ASSESSMENT SUMMARY	
OVERALL	VERY GOOD
MV Experience	Good
DAY 1 - Excl H&S	Very Good
DAY 1 - Inc H&S	Very Good
DAY 2	Excellent

DAY 1 ASSESSMENT PERFORMANCE		
MODULE	ELEMENT	BAND
OPERATIONS	Cleaning and Housekeeping	Very Good
OPERATIONS	Compliance Declaration	Pass
OPERATIONS	Environment	Good
OPERATIONS	Maintenance and Equipment	Good
PEOPLE	Customer Experience	Good
PEOPLE	Team & Skills Development	Very Good
PURPOSE	Community Outcomes	Very Good
PURPOSE	Planning to Improve	Very Good
DAY 1 BAND BEFORE H&S TAKEN INTO ACCOUNT		VERY GOOD
DAY 1 OVERALL BAND TAKING HEALTH & SAFETY INTO ACCOUNT		VERY GOOD

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.

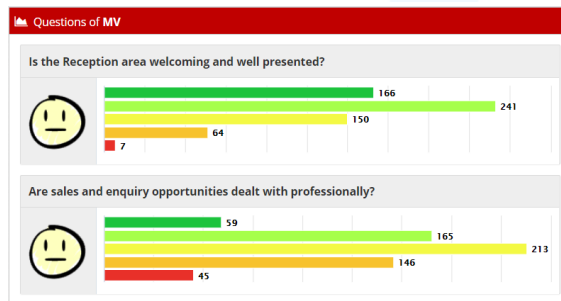


Benchmarking Data

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.

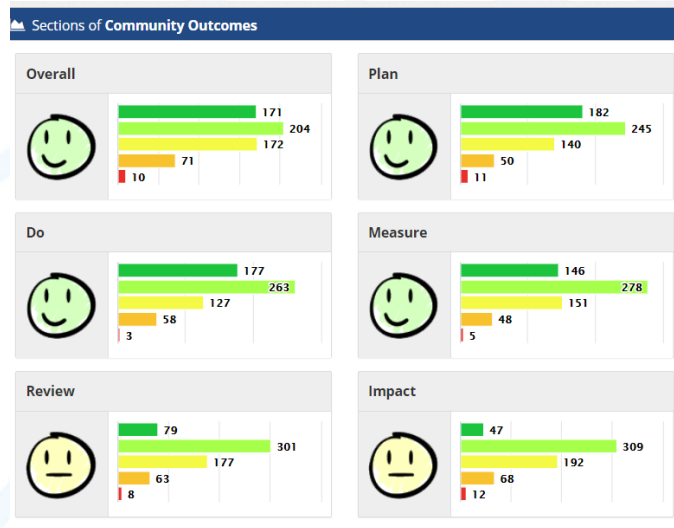




League Table Function

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 organisations

Data is available at a number of levels for:



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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





Measure and Review

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