

## **Sample Service Improvement Team Charter**

### **PURPOSE**

To design the plan, provide training, and implement the Service Improvement Process at (company name)

### **MEMBERSHIP**

The first Service Improvement Team will be comprised of the highest level of authority in each of the major areas of operation in the organization; in addition, an administrator will also serve on the team. The members of subsequent Service Improvement Teams are nominated by the current Service Improvement Team and approved by the senior executives. The chairperson of subsequent Service Improvement Teams will be selected by the CEO and also appoint an administrator.

Members are expected to serve for a minimum of one year.

### **TEAM RESPONSIBILITIES**

1. Set the direction for the service improvement initiative.
2. Document the role and responsibilities of the members, chairperson, and administrator.
3. Assign a Leadership Action to each Service Improvement Team member.
4. Determine time schedules and goals for each Leadership Action.
5. Ensure consistency of all Service Improvement Team plans with the business objectives of the organization.
6. Review and approve plans developed by all Service Improvement Team sub-teams.
7. Coordinate Service Improvement Process plans and assist areas with implementation.
8. Observe the progress, successes, and challenges resulting from implementation, and make adjustments as needed.
9. Designate a succession plan for turning over the Service Improvement Team into the next service improvement cycle.

### **INDIVIDUAL RESPONSIBILITIES**

1. Attend all Service Improvement Team meetings or provide a representative. Be prepared for all meetings.
2. Follow through on all commitments made as champion of one of the Leadership Actions.
3. Create and lead a sub-team for the purpose of developing and implementing the strategy of assigned Leadership Action.
4. Assist other team members as needed.
5. Be an ambassador of the service improvement initiative.

### **MEETINGS**

- Meetings will be held bi-weekly initially, then monthly.
  - Meetings may be held via teleconference if needed.

- Meetings will be conducted following an agenda published by the administrator in advance of the meeting.
- The administrator will record all decisions and actions on tracking sheet. Meeting minutes will also be kept as a record of discussions that take place. The tracking sheet and meeting minutes will be updated and distributed to all members of the Service Improvement Team within 48 hours following the meeting.

Date: \_\_\_\_\_

Signatures of Service Improvement Team members:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____