

## ***ISSA Guidelines on Service Quality***

### **ISSUES TO BE ADDRESSED (EXAMPLE)**

1. *Within the complete set of ISSA Guidelines the workshop is about, which specific areas and specific guidelines would you like the workshop to address?*

I would like to get guidance on the basic elements of a service quality framework and what constitutes the main phases of the life cycle of our main products, namely, old-age-survivors-and-disability pensions. I would therefore like the workshop to focus on Guideline 1 “The service quality framework” and Guideline 3 “The product development life cycle” of the *ISSA Guidelines on Service Quality*.

2. *Could you describe briefly the challenges you and your organization are facing related to the topic of the Guidelines?*

My organization does not yet have a service quality framework that addresses these three service areas in an integrated manner. Rather, the current approach is compartmentalized, fragmented and therefore quite inefficient.

3. *Could you describe the desired improvements you and your organization would like to make related to the topic of the Guidelines?*

My organization believes that once we establish an integrated service quality framework and the corollary identification of the life cycle of our main products, then our teams would be able to pay greater attention to the qualitative aspects that accompany the same. This has been so far one of the most important challenges faced by my organization. We have a Service Charter but we are facing difficulties in establishing the individual and team responsibilities. At the same time, the access and use of benchmarking elements has not been possible so far and would allow us to make effective moves and sustainable and robust improvements.

4. *What do you expect to gain from the workshop?*

The Academy workshop will be an excellent opportunity to discuss and exchange both with colleagues from other organizations and with the expert’s possible solutions to address the challenges faced by my organization. I would like to bring back to my organization new insights and possible solutions to improve the current systems and processes, particularly as it relates to defining departmental and individual responsibilities, as well as measuring and benchmarking these, to track improvements over time.