



THE PROCESS PROS ■ your gateway to process improvement

# City of Victoria

## Overview Practices



## Results

- Defined the Customer Service Strategy by Key Values and Leading Principles
- Process Model of an improved Business Licensing process

## Goals

- Define the Customer Service Strategy
- Improve the Business Licensing process according to the Customer Service Strategy, break the silo's and realize a well managed, effective process
- Engage people and create process awareness

## Working method

- Customer survey under approximately 80 customers
- Two workshops with Directors and Senior Management to define the Customer Service Strategy
- Development of a process simulation of the business licensing process and used it as a key transformation tool
- Workshop with managers and staff involved to improve and redesign the business licensing process.

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***“The Process Pros brought a great deal of enthusiasm and innovation to their work with the City of Victoria. They were very successful at engaging staff in discussions about customer service and their innovative style of working with our group was well received by participants.”***