

## **ORGANISATIONAL COMMITMENT TO CUSTOMER SERVICE AND EXCELLENCE AWARD:**

**This Award goes to an organisation who demonstrates dedication to exceptional customer service and excellence.**

The story behind this year's recipient is analogous to a "rags to riches tale".

Their area is "boom town". The council had been struggling to meet statutory time frames, and felt they may be getting close to accreditation removal (ah-la Christchurch).

In 2016 only 26% of their consents were meeting the 20 day statutory time-frame – old policies and systems weren't helping.

The journey back has been remarkable – and achieved through an absolute council commitment to customers getting what they deserve.

### **This commitment involved; -**

- recognising the crisis
- funding the BCA adequately
- increasing staff numbers (offsetting stress etc.)
- creating new customer centric roles
- an absolute commitment to continuous improvement
- upskilling all technical and supporting staff (*recognised by BOINZ last year with their Training Commitment Award*)
- renting new, spacious and appropriate premises to enhance function, morale and efficiency
- engaging contractors with the same quality and service commitments

### **The change –**

On a rolling average, 97.8%, of their consent applications are processed within the statutory timeframe and this is in an ever increasing environments of consents growth, with consents values approaching \$1billion.

*Who are these customer service magicians?*

Ladies and Gentleman, please join me in congratulating the winner of the,

**"2019 ORGANISATIONAL COMMITMENT TO CUSTOMER SERVICE AND EXCELLENCE  
AWARD" –**

**"QUEENSTOWN LAKES CITY DISTRICT COUNCIL"**