

## Repairs staff Go-MAD to achieve customer excellence

In recent weeks, repairs staff from London, HSH, *in touch* and Kent have started to Go-MAD. You needn't worry, though, it's going to seriously increase their ability make a difference!

Go-MAD is an inspiring improvement programme which repairs staff hope will help them on their way to achieving customer excellence.

Go-MAD (or Go-Make-A-Difference) starts with a two-day event, which staff have just completed. But that's where the similarities with a training course end, because Go-MAD is a year long programme that's going to help staff change the way they think about customer service.

All the participants have a 'Thinking Buddy' who they'll discuss their progress with every two weeks. The group are going to come together again in April to discuss progress, and between now and then, they have an audio CD programme to be getting on with.

Repairs staff have agreed action plans with their managers – they're putting these into place as you read this. The action plans contain things that they're going to make happen to improve the way they work and the service we provide to customers.

Have you been on Go-MAD? What did you think? Email your comments to [service.review@hyde-housing.co.uk](mailto:service.review@hyde-housing.co.uk)

Brenda Ansett is the Customer Services Co-ordinator at the London Region Repairs Team. Her entire team have begun the Go-MAD programme. Here's what she had to say...

"In my experience of customer service, Achieving Customer Excellence is very much a positive attitude. The Go-MAD programme inspires people to make a difference, not only in the work place but in their personal lives too. It shows you as an individual how to put aside hindering/negative thoughts and become solution focused. The London Region Repairs



Team have come up with their own ACE Ten Commandments since attending the launch of the programme.

- 1) Choose to have positive mental attitude
- 2) Suggestion scheme
- 3) Solution spreadsheet to log problems internally/externally with the team coming up with possible solutions
- 4) Lead by example
- 5) ACE Employee of the Month
- 6) Professional approach
- 7) Customer focused (empathy, respect, caring and politeness)
- 8) Involve managers
- 9) Flexibility - policy and procedures
- 10) Make a difference daily

"The above are displayed prominently on everyone's desk and will be reviewed monthly at team meetings."



ACENews is the monthly newsletter supporting Achieving Customer Excellence – The Hyde Group Service Review.

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We welcome your feedback on ACENews or any other aspect of the Service Review.

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