

Year 3 Final Project Initial Proposal

Name: Elliot Sullivan

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Subject/Type: Quantitative Data Analysis for Customer Service Satisfaction and Team Efficiency.

Project Outline

I currently work within the Central Justice Unit for the British Transport Police. The Performance Team is responsible for obtaining court hearing results from magistrate and crown courts in London and surrounding counties. The team is responsible for updating this information to local and national databases. The team works closely with the Witness Care Teams within the same unit and provides data, information and letters to them to send out to witnesses and victims of crime.

For my project there are two angles to consider. Firstly I wish to investigate the internal processes and tasks of the Performance Unit. I will be collating information regarding dates and times tasks are undertaken as well as the volume of work received to predict and estimate busy times of the week, month and year to put into place rules and working practices to improve the efficiency of the unit. I will also investigate to see if the unit is meeting the national targets and standards for updating this information.

The second part of the unit improvement project will be to investigate the processes between the Performance Unit and the Witness care Teams. To do this I will be designing a questionnaire and hold interviews with members of the teams and look to discover the what, how and when to improve the inter-department relationship.

I look to accomplish these tasks by firstly obtaining the data necessary from multiple sources, re-housing it in a database of my design and utilizing data mining techniques including algorithms to classify, estimate and predict on a variety of subjects. I will then construct a report including recommendations to the management team for their consideration.

References/Inspiration:

Witness and Victims Experience Survey
London Criminal Justice Partnership