Storyboard (answer plan)

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| **Section** | Q5 Customer Journey | | |
| **Weighting** | 2.5% | **Page / Word Limit** | 750 words |
| **Owner** | Jo Thompson | **Lead Author** | Tony Fern |
| **Contributors** | Gary Booth/Scott Findlay/Tim Waite | **Reviewer** | Soruban/Steve Stanyon |
| **Evaluation Criteria** | | | |
| **The Question** | | | |
| Using the various install scenarios within the commercial document as a guide, how will the supplier minimise repeat visits, to ensure as little disruption as possible for the customer?  Please explain why you have chosen the given approach to each install scenario | | | |
| **Defining Our Offer** | | | |
| **Client Drivers**  Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response. | | | |
| **In a 'Good Response', the supplier will be able to demonstrate that they have reviewed each of the customer journeys and have evidenced based strategies assigned to each.   They will also give YW confidence that they will ensure connectivity before leaving site.**  A 'Bad Response' will not take into consideration the impact on the customer and will not provide an install plan which minimises repeat visits and disruption for the customer | | | |
| **Win Themes**  Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client? | | | |
| **Win Theme** | | **Benefits** | |
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| **Building Our Response**  Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.  In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements. |
| **Overall message** |
| 704 words  We have developed customer journeys that deliver consistently good customer experience in all install scenarios, (*internal and external; MSM chambers; stop tap adapters; replace in location with minor/major alterations; relocate externally),* as evidenced by our CSat scores:   * Averaging 9.96 from 17,024 ratings since April 23. * Contact centre achieving exceptional C-MeX scores on meter installation for Thames Water, averaging 86.89 (industry average 81.62).   **Before install:**  Customer informed, (letter/postcard), of smart meter benefits and invited to apply. The literature clarifies the size and safety of the meters, install process, and provides a freephone number; our contact centre agents answer questions/provide reassurance. Customers book an appointment, online or by phone, for a time that suits them.  For businesses that cannot accommodate a supply interruption and for high priority/vulnerable customers, we provide out-of-hours/weekend appointments to reduce disruption.  Letters and phone calls/texts/email (in line with customer preference) confirm the booking, with install details, and provide a link to the ‘where’s my tech?’ app.  Works management system appoints job to surveyor and installer. Our surveyors gather field survey data before installs to assess viability and any reinstatement challenges, including making sure meter supplies are provided to the right property to help avoid ‘no waters’ issues.  Automated appointment reminders sent to customer (via preferred channel) prior to install day.  **Day of install:**  The ‘Where’s my tech’ app. provides ‘Uber-style’ map view of technician’s location on day of install, so customers can plan their day with minimal disruption. This tech has reduced aborts as customers know when to be home.  Technicians are polite, properly trained (technical and customer service skills) and well-informed (from survey), carrying the correct tools and equipment.  Technicians use mobile applications to upload photographic evidence at key stages to record the quality of reinstatement. These are checked by our quality team, preventing technicians from leaving the premises before the system verifies work has been properly completed, minimising disruption/avoiding re-visits.  Our technicians complete a quality check list - includes asking customer, before and after installation, if they are happy with the meter location.  Tests are carried out on site by the technician to ensure the system is working properly. Any issues are resolved immediately, where possible, including replacing faulty meters. Local repair teams/plumbers on standby will provide immediate assistance. After install, the customer can use the ‘rant or rave’ text service and the same technician will attend to resolve the problem.  Works are completed within the agreed timeframe; Supply interruptions do not exceed permitte durations.  We will provide priority/vulnerable customers access to water and support during installation.  External installs will be undertaken after consultation with the customer to ensure parking, pedestrian access to their property and protection of flora/fauna are considered and planned for to their satisfaction.  A small percentage of external installs may be more disruptive if the location for the hardware is in a public right of way/pavement. We will use letter drops and signage to inform the public. Streetworks will be completed with the required permit and safely de-marked, with pedestrian access maintained and signed. If there are vulnerable/elderly customers in the vicinity, we will ensure ramps/Sightline etc are installed to provide safe guidance around the work area.  Wherever possible, for example on many external meter replacements/chamber installs, we will complete ‘silent journeys’ - the ‘no disruption’ option where our installers are able to complete works quietly with no impact to residents.  **After install:**  Technicians leave a feedback card to assess customer satisfaction, with details of the ‘rant and rave’ text service.  Customers can contact our agents on phone/email/text or via the website for any reason following install and the contact will be logged and dealt with promptly.  **Innovation:**  We use generative AI image recognition to support our 'right first time' approach by improving accuracy of meter readings and serial number capture.   * We favour use of no-dig technology, for example HDD, to minimis excavations, reducing disruption. * We implement a video call process whereby plumbers discuss any issues with their supervisor before a job is aborted. * We use an innovative battery powered crimp fitting tool, which reduces leaks, costs 30% less than traditional compression fittings and is almost 50 per cent faster. Hotbox technology is helping to ensure reinstatements undertaken in the public highway are completed first time. |
| **Sub-question 1:** |
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| **Sub-question 2:** |
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| **Sub-Question 3:** |
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| **Sub-question 4:** |
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| **Sub-Question 5:** |
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| **Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question** |
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| **Relevant Policies, MOPs accrediations, attachments etc** |
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| **Linked Case Studies: Have we written about this before?** |
| |  |  |  | | --- | --- | --- | | Name/Project | Growth Team Contact | Ops Contact | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

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| **Graphics**  A picture / diagram / flow chart is worth a thousand words!  Sketch any graphics needed to support the answer? |

* Drop graphics in here and which subsection they apply to