

Customer Service Standards Advisory Panel

Terms of Reference

Introduction

During 2007 BW introduced a set of measurable customer service standards incorporating safety standards. The purpose of the standards is to

- Support the delivery of what customers expect
- Set out clearly what British Waterways expects of its people
- Inform customers what they can expect of British Waterways
- Provide a performance measuring system

Tracking performance against these standards commenced in April 2008.

Developing Standards

The customer service standards are to be reviewed annually around a time table that fits with British Waterways' business planning process. The overall intention is to drive long term customer service improvements. Standards will necessarily take account of available resources as well as the aspirations of British Waterways and its customers.

Advisory Panel

The advisory panel is established to assist British Waterways with the future development of standards. The suggestion has been well received by customers and their representative groups.

The panel will

- Comprise fourteen people appointed by British Waterways. Panel members are expected to act as individuals rather than representatives of waterway interest or related groups
- Include people with appropriate experience of the boating trade (three), consumer boating (four), consumer non-boating (three) and British Waterways operational people (three). Appointed for two years (term may be extended by British Waterways)
- Be chaired by Simon Salem, British Waterways director, marketing & customer service
- Meet twice a year
- Be advisory rather than executive. It will make recommendations to BW's Customer Service Transformation board
- Have a BW wide remit

The panel will

- Consider reports on performance against the customer service standards
- Consider methods of tracking performance and making recommendation for improvements
- Recommend modifications to customer service standards
- Recommend additions to / deletions from customer service standards

- Make any other customer service standard related recommendation to British Waterways

Relationship with Existing BW Consultative / Customer Groups

The Customer Service Standards Advisory Panel is independent of existing consultative and customer groups though members of it may attend meetings of the Waterways User & Special Interest Groups or be representative members of the British Waterways Advisory Forum.

Having considered recommendations put forward by the Customer Service Standards Advisory Panel, British Waterways may choose to discuss these recommendations at meetings of the Waterways User & Special Interest Groups and / or the British Waterways Advisory Forum.

Customer Service Standards Advisory Panel. Members

David Baldacchino
Dan Barnett
John Baylis
Nigel Hamilton
David Kent
Martin Key
David Lowe

Beryl McDowall
Graham Myatt
Colin Palmer
Tim Parker
Simon Salem (chairman)
Stuart Sampson
Trevor Skolyes

Jonathan Bryant
30 October 2008