

APPENDIX 7

ARGYLL & BUTE COUNCIL

AUDIT COMMITTEE
20 FEBRUARY 2004

FLEET MANAGEMENT UPDATE

1. INTRODUCTION

Fleet Management is committed to completing the remaining 2 tasks (originally 6 tasks) identified during the PMP follow-up audit in 2002/03. The tasks, when completed, should help to identify areas for service improvement.

2. RECOMMENDATIONS

2.1 The Audit Committee note the content of this report and follow up by Internal Audit.

3. DETAILS

3.1 The outstanding agreed improvements are

- Redesign the customer survey forms and repeat the customer survey exercise. The aim of this task is to identify areas for improvement and to confirm what is being done well.
- Complete a 'Getting To Know You' exercise. The aim of this is to confirm who our partners are and, perhaps, identify how business opportunities could be increased

3.2 The hoped for benefits, of completing these tasks are:-

- The questionnaire will provide valuable feedback of customer's perceptions of the quality of the service we provide.
- It will give Fleet Management a basis from which to identify areas for improvement and additional requirements, which can then be built into the service/business plan.
- It will give Fleet Management the opportunity to speak to suppliers with a clearer idea of our customer's needs.
- Confirmation will be obtained of the areas where the service is good and fully meets customer's aspirations.

3.3 The action plan is

- Design questionnaire – current target date 25th February
- Distribute questionnaires – completion target date 3rd March 2004.
- Receive replies, analyse answers and complete a report – target date 31st March 04.

For further information please contact Peter Robinson, Fleet Manager (01546 604408)
Peter Robinson
Fleet Manager 22 January 2004.
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