

APPENDIX 3

1. Agreed improvement action from the 2000/01 PMP audit.	2. Agreed key milestone dates from the 2000/01 PMP audit.	3. Brief description of what the improvement was intended to achieve.	4. To what extent has the improvement action been implemented? Please describe and allocate a letter A-D as per Exhibit 1.	5. Evidence that can be made available to the auditor to support the assessment.	6. Dates for further follow up work agreed with auditor.
1. Complete a Getting To Know You Exercise	No agreed dates but it was assessed that the task would take about 23 weeks when started	To ensure/demonstrate that the Service has: <ul style="list-style-type: none"> - identified all stakeholders - confirmed customer needs, priorities, expectations and perceptions - agreed realistic standards and targets - agreed information reporting requirements 	During the past year meetings have continued with fleet users. This has been achieved through user group meetings and also with users individually whenever required. Fleet Management was also involved with, and continues to be involved with the Education department scrutiny group which has helped to inform both Education and Fleet Management. Further work regarding this improvement action will have to wait the outcome of the implementation of a council restructuring which may have a significant impact on future service requirements.	Agendas and minutes of meetings held since the PMP audit. PMP SMART action plan	September 2003 at earliest i.e. following the completion of the planned restructure.