

Successful Specifications

Objective

A one day training course for delegates who wish to gain an understanding of the requirements for the successful development of a service specification.

Content

Introduction

- What is a specification?
- Specification or service model?
- How do we use a specification?
- The relationship between the specification and the contract

Defining the Requirement

- Outcomes or outputs?
- Understanding the end to end process
- Deciding what should go in and what is left out

Designing the Specification

- Types of specification
 - Output, process and input
- Defining the Deliverables
 - Service objectives
 - Critical success factors
 - Key performance indicators
 - Constraints
- Considering performance mechanisms
 - Default and/or incentive schemes
 - Service credits

Method Statements

- What are method statements?
- The importance of method statements in output specifications
- Method statements – the key to effective evaluation?

Writing a Specification

- Creating a clear structure
- The specification checklist

Conclusions and Questions

Format

This is an interactive session that includes presentation, discussion, practical examples and case studies. All delegates will receive a comprehensive delegate handbook and supporting CD.

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