

5) Service Levels / Customer Service.	17	100	70	3 sheets (6 sides) of A4 sheets inclusive of any graphs, figures and tables.
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Describe your organisation's approach to customer service, detailing the customer journey and support provided. This must include the following:

- How your organisation will meet the service levels at Call-off Schedule 14 Service Levels Annex A to Part A.
- Points of escalations, resolution plans end to end process and timescales.
- Detail your organisation's management structure demonstrating how this impacts on quality assurance.
- Describe your organisation's procedure for identifying and acting on incidents of poor performance.
- Customer journey.

Detail your organisation's full end to end complaints procedure, turnaround times, process for mitigating repeat complaints, your organisation's Customer Satisfaction survey, the regularity and how it will be implemented and used.

Tender Response (Please input your tender response to this question)

Ensuring quality assurance

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Our ISO9001 accreditation requires us to have a fully documented quality management system, which incorporates all internal systems and procedures covering our linguist operations, head office and support functions. These are all reviewed on a scheduled basis (normally annually) and updated accordingly. Customer and end user satisfaction are key elements of the QMS. As stipulated in our quality management system manual, as contract manager, REDACTED Under FOIA Section 40 Personal Information

duties will include the transition into the new contract arrangements and the ongoing monitoring and reporting of performance, via quarterly contract meetings with the Authority team.

Language Empire has delivered translation services to the Authority since 2018. REDACTED Under FOIA Section 43 Commercial Interest

At the initial re-implementation meeting, the Quality Plan will be reviewed and jointly agreed. The plan will include (but not be limited to): REDACTED Under FOIA Section 43 Commercial Interest

A key factor in the success of our process is the training we provide to Authority staff.

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Ensuring quality through the management structure

Our strategic contract lead is REDACTED Under FOIA Section 40 Personal Information at Language Empire. REDACTED Under FOIA Section 40 Personal Information

will set out, manage and co-ordinate implementation and operational strategy. As part of our Quality Plan we have a quality improvement process that includes the appointment of a lead Contract Manager for the contract, who will be accountable and responsible for day-to-day management of the contract, and for all quality assurance and operational issues and direct contact and engagement with the Authority. The contract manager for this contract will be REDACTED Under FOIA Section 40 Personal Information.

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duties will include the transition into the new contract arrangements and the ongoing monitoring and reporting of performance, via regular contract meetings with the Authority.

The contract manager will work closely with the Authority to create a baseline Quality Plan (designed to ensure we meet your required standards) during implementation, and to implement a quality improvement process and plan from month 3 to identify ways to improve services. These will be jointly agreed and regular reporting and meetings will take place to ensure that any action for improvement or examples of good practice are implemented. The QIP will focus on: REDACTED Under FOIA Section 43 Commercial Interest

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Customer journey

Language Empire operates 24 hours per day, 365 days a year including all public holidays. Our booking service is run from our Rochdale office by Language Empire staff REDACTED Under FOIA Section 43 Commercial Interest

Document translation bookings can be made 24 hours a day via our secure, bespoke online booking portal, LE-LSM, to which approved members of your staff will be given access. (Note: Requesting registration for a new user is a straight-forward process than can be instigated by an existing user. Requests are normally processed the same day, but can be turned around immediately if required.) Currently you have nine users set up for access, including 'admin' users, 'teams', and 'super' users (at contract level). REDACTED Under FOIA Section 43 Commercial Interest

For ease, requests can also be made by authorised personnel by telephone (Freephone), fax or email; bookings received via these routes will be immediately processed onto the booking system by the account manager who receives them. To date, your team have made 100% of requests via LE-LSM.

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At the time of booking, if the requestor cannot identify the target language, the account management team will request an extract of the document to be translated, and will quickly identify the language so that the booking can proceed. REDACTED Under FOIA Section 43 Commercial Interest

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To comply with our ISO17100 accreditation, every assignment is independently reviewed and checked to ensure a high-quality translation, completed in line with the ITI code of conduct, and verifying that the translator has not added nor taken anything from the intended meaning and has kept to the spirit of what is written – this is overseen by the TPM team. Documents are sent and received (to and from Authority staff and translators) securely via our FTP site/portal. When we implemented this contract for the Authority in 2018, we increased the upload capacity of LE-LSM as some of your documents are large (up to 28,000 words). Currently most of the documents we receive from the Authority are scans of original documents or old copies, which are sometimes difficult for our translators to read, so we have sometimes needed to see original copies which need to be sent via secure postal service – we always return these to the sender, paying for the secure postage so that receipt is 'signed for'. When they are at our office, documents are stored securely in an alarmed storage room. REDACTED Under FOIA Section 43 Commercial Interest

Short notice and emergency translation requests are handled via the above process but are given priority to ensure a faster turnaround. REDACTED Under FOIA Section 43 Commercial Interest

Typically, we receive up to 30 days' notice on Authority requests, but to date we have turned around 100% of these requests within 3-5 working days, exceeding the your KPI.

Meeting service levels

One of the principal responsibilities of the contract manager and REDACTED Under FOIA Section 43 Commercial Interest

will be the delivery of best value to the Authority by ensuring that the key performance indicators (KPIs) outlined in the specification are met – we commit to meeting the KPIs outlined in Call-Off Schedule 14 Annex A. They will have access to a full suite of management information from which insight into service delivery can be gleaned. This will be drawn from a variety of sources, REDACTED Under FOIA Section 43 Commercial Interest

We will work with you during the implementation stage to understand your preferences for reporting arrangements. Monitoring takes place at linguist level, building to contract level and extending organisation-wide. From here, the contract manager will produce comprehensive monthly written performance reports showing our achievements versus the contract KPIs. REDACTED Under FOIA Section 43 Commercial Interest

In the unlikely event that we do not meet a KPI, the contract manager and REDACTED Under FOIA Section 43 Commercial Interest

will assess the reasons behind this. REDACTED Under FOIA Section 43 Commercial Interest discussed at review meetings and appropriate steps to prevent this in the future will be put in place upon agreement, with outcomes being included in subsequent reporting.

At review meetings, the agenda will include the opportunity to discuss changes, improvements, risks, issues, complaints, concerns and future plans. As above, this will be documented and shared accordingly. REDACTED Under FOIA Section 43 Commercial Interest

We have received 850 translation requests (18 per month of average), all of which have been returned within the timescale required – a 100% fill rate, and 100% on-time delivery.

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Our current acceptance rate for translations across all clients is 100%.

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Complaints, resolution and escalation

We have a formal complaints policy and process that supports the recording, acknowledging and analysing of complaints. All staff are trained in the procedure and what constitutes a complaint. REDACTED Under FOIA Section 43 Commercial Interest

Complaints are monitored daily and all complaints are investigated properly and promptly. We aim to resolve all complaints within five working days. Where the need arises for longer investigation period, this will be communicated.

The procedure for dealing with complaints is:

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Only once a mutually agreed resolution has been reached will the complaint be formally closed.

Escalation: REDACTED Under FOIA Section 43 Commercial Interest

We have never received one from the Authority.

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