

## Enquiries and information searches

Standard	Target	Measurement	Action
All enquiries dealt with effectively and courteously	100% customer satisfaction	<ul style="list-style-type: none"><li>Record all enquiries for a week</li></ul>	<ul style="list-style-type: none"><li>Analyse all enquiries that aren't either routine or lead to something else – requests, issues etc – that we measure separately</li><li>Consider training if relevant</li></ul>
To provide an effective and efficient Information search service	<ul style="list-style-type: none"><li>All information searches done to a negotiated timescale</li><li>User satisfied with the quality and quantity of information</li></ul>	<ul style="list-style-type: none"><li>Send impact survey one month after literature search completed</li><li>Audit of forms and searches recorded in the X drive</li><li>Feedback</li></ul>	<ul style="list-style-type: none"><li>Record average time taken and analyse any exceptions to completion within negotiated timescale</li><li>Respond to feedback</li></ul>