

OUR SERVICE STANDARDS

The proposed **service standards** will be of two different types:



QUANTITATIVE STANDARDS - These apply to actions that are easily measured and expressed as a numerical measurement.

- the number of days represent the maximum for the majority of the actions, whereas the actual delivery will be less in many cases;
- when increased demands or other factors cause delays, the service providers will discuss options with the clients; and
- all days refer to working days, commencing from the time at which agreed upon documentation or information has been received from the client.



QUALITATIVE STANDARDS - These assess the overall effectiveness of the service providers as perceived by clients.

- client satisfaction with various aspects of service as solicited through client surveys and other feedback mechanisms; and
- on-going dialogue between service providers and major clients.

In the following pages, you will find a description of the **service delivery structure** for each division within the two bureaus and the Institute, with details of the **quantitative service standards** associated with each.

Because of the nature of its mandate, the Canadian Foreign Service Institute also focuses on **qualitative service standards**.