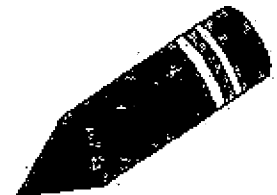


**SERVICE STANDARD INITIATIVE/INITIATIVE DES NORMES DE SERVICE  
WORKING GROUP/GROUPE DE TRAVAIL**



24/2/94

PARLAMI - PARLIAMINISTERE MINISTÈRE MINISTRE, MINISTRES  
 GEN. PUBLIC LE PUB - GENERAL PUBLIC LE GRAND PUBLIC  
 COM. BUS. CIV. CIVI COMM. CIV - COMMUNAUTE COMMERCIAL CANADIEN  
 GOVERNMENT - OTHER GOVERNMENT DEPARTMENTS/AUTRES MINISTÈRES  
 GOUVERNEMENTAUX  
 EMPLOYEES IN MIN - DEPARTMENTAL EMPLOYEES/PERSONNEL DU MINISTÈRE

DIVISION/ DIRECTION	DESCRIPTION OF SERVICE/DESCRIPTION DES SERVICES	PRINCIPAL/PRIORITÉS PRINCIPALES/PRINCIPALES	DELIVERY TARGETS/LIMITES DE LIVRAISON	COMPLAINT/ RETIENS RECHARGES RECLAMATIONS DE RETIENDEMENT/ PLAINTES	SERVICE COSTS/ FRAIS SERVICE	CLIENTS				
						PAR LAMI	COM. PUB. LE CO. PUB.	COM. BUS. CIV. COM. CIV.	GOV. BUS. IND. O	DEPT. INT. BUS. IND. MED.
CFSI cont'd	Provide assistance with the procurement of training and organizational development.	Transparency, professional, reliability	Response within 48 hrs							X
	Provision of expert advice	Professional, responsive, accessibility, timeliness	48 hrs turn around in providing initial advice							X
	Diagnostic and proficiency testing in foreign languages.	Reliability, accuracy, timeliness	Schedule testing within 48 hrs	Re-testing				X		X
	Define and implement a 'Learning Organization' strategy	Relevant,	Implement within one year							X
	Provision of Professional, Foreign and Official language training.	Professional, consistency, accessability, timeliness, responsive, relevance, cost effective	Courses delivered on schedule, minimum participation rates met, timely cancellations	Money back guarantee		X		X		X