

## Marianne Charter: improving reception in the public sector



SP-42 2 Days (14 Hours)

### Description

This internship will allow you to become aware of the Marianne Charter in order to define your own quality commitments as well as a reception charter adapted to your structure. You will learn how to use the tools of this approach in order to strengthen the quality spirit of your agents.

### Who is this training for ?

#### For whom

Responsible for reception services, responsible for public services, quality project manager, administrative manager for communities, the State and EPA.

#### Prerequisites

Aucune

### Training objectives

### Training program

#### Cerner les principes et enjeux de la Qualité

- The main principles of improving reception.
- Quality stakeholders.
- The main concepts: Quality Management, Management System of quality, Quality Manual.
- The DEMING Plan-Do-Check-Act wheel, the Ishikawa diagram.
- Practical work From examples, presentation of a quality approach.

#### Etablir ses propres engagements de qualité de service

- Know the commitments of the Marianne Charter and the Marianne label.
- Define your Quality objectives: waiting time, quality of information delivered, access to services, openness.
- List non-conformities: waiting time too long, incorrect information.
- Manage non-conformities: preventive, curative, corrective actions.
- Set your objectives of progress and formalize its quality commitments based on reception charter models.
- The specificities of welcoming the disabled public.
- Practical work Creation of a self-diagnosis by participants of their reception service and formalization of an action plan.

### Mettre en place le plan d'actions Qualité

- Define operational objectives: access, reception, management of requests and complaints.
- Determine those responsible by operational objective and/or service.
- Communicate the objectives and elements of change management to your agents: assets, difficulties and strategies.
- Describe the process: process identity sheet, flowchart, risk assessment.
- Practical work Mapping of a reception process and writing of the flowchart of this process.

### Contrôler et mesurer les résultats

- The Quality dashboard: from monitoring tables to the dashboard.
- Indicators: physical, social, performance and progress.
- The main ones indicators of the Quality of relations with users.
- Internal audit.
- Satisfaction evaluation: drafting, distributing and using the satisfaction questionnaire.
- Set new objectives.
- Correction of gaps and establishment of a new action plan.
- Practical work Develop the quality dashboard of the reception of its structure.
- Exchanges on evaluation practices.