

Course No. 1740

Public Service Excellence & Quality Management Training Course

GOVERNMENT OPERATIONS & SERVICE EXCELLENCE
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Public Service Excellence & Quality Management Training Course provides a strategic and practical framework for strengthening service quality, operational excellence, and performance across government entities, ministries, and public-sector organizations. The course focuses on developing systematic approaches to improving public services, enhancing customer experience, optimizing processes, and establishing quality management practices that support consistent and measurable service outcomes.

Public service excellence requires more than delivering services according to established procedures. It involves understanding stakeholder expectations, defining clear service standards, managing service processes, measuring performance, identifying quality gaps, and continuously improving the way services are delivered. Effective quality management enables public organizations to create greater value for citizens and stakeholders while improving operational efficiency and organizational accountability.

The program covers the key principles of public service quality management, including service excellence frameworks, quality standards, service requirements, process management, service-level standards, customer experience, performance measurement, quality assurance, complaints management, root cause analysis, corrective actions, and continuous improvement. Participants will learn how to connect quality objectives with strategic priorities and operational performance.

Particular emphasis is placed on building reliable and measurable service delivery systems. Participants will explore how to establish service standards, monitor compliance, analyze service performance, identify recurring quality issues, manage customer feedback, and implement corrective and preventive actions. The course also addresses employee engagement, service culture, governance, and leadership responsibilities in sustaining public service excellence.

Through case studies, service assessments, process analysis, quality gap analysis, customer experience exercises, KPI development, root cause analysis, and improvement workshops, participants will develop practical capabilities to improve public service quality, strengthen operational consistency, enhance customer satisfaction, and establish a culture of continuous improvement.

Objectives

- Analyze the principles and dimensions of public service excellence and quality management.
- Assess existing government services against defined quality, performance, and customer experience requirements.
- Develop clear service quality standards aligned with organizational objectives and stakeholder expectations.
- Apply process management techniques to improve the consistency and efficiency of public service delivery.
- Evaluate service performance using relevant quality, efficiency, accessibility, and customer experience indicators.
- Analyze customer feedback, complaints, and service data to identify recurring quality issues.
- Apply root cause analysis to determine the underlying causes of service quality gaps.
- Design corrective and preventive actions to address service deficiencies and reduce recurrence.
- Develop Key Performance Indicators for monitoring public service quality and excellence.
- Apply quality assurance and continuous improvement practices to government services.
- Strengthen employee engagement and service culture in support of quality improvement.
- Develop a practical public service excellence and quality improvement plan.

Who Should Attend

This training course is designed for government executives, public-sector leaders, service managers, quality managers, excellence professionals, customer experience managers, operations managers, and professionals responsible for public service delivery and performance.

It is particularly relevant to ministries, government authorities, municipalities, public agencies, and service organizations seeking to establish stronger quality management systems, improve service consistency, enhance customer experience, and strengthen operational excellence.

The program will also benefit process improvement specialists, performance analysts, customer service managers, service designers, internal control and governance professionals, complaints and feedback teams, project and program managers, and decision makers responsible for service quality, organizational performance, citizen satisfaction, and continuous improvement.

Learning Outcomes

- Explain the principles and practices of public service excellence and quality management.
- Assess the quality and performance of government services against defined service requirements.
- Identify customer expectations and translate them into measurable service standards.
- Design service quality standards aligned with organizational and stakeholder needs.
- Analyze government service processes to identify inefficiencies and quality risks.
- Develop KPIs for monitoring service quality, efficiency, accessibility, responsiveness, and customer experience.
- Analyze customer feedback, complaints, and service data to identify improvement opportunities.
- Apply root cause analysis to recurring service quality problems.
- Develop corrective and preventive actions to address identified service deficiencies.
- Establish quality assurance and monitoring mechanisms for public services.
- Apply continuous improvement methods to strengthen service performance and consistency.
- Strengthen employee participation and service culture to support quality management.
- Measure the effectiveness of service improvement initiatives and monitor sustainability.
- Develop a practical roadmap for advancing public service excellence and quality management.

Course Outline

DAY 01

Foundations of Public Service Excellence & Quality Management

- Principles and dimensions of public service excellence
- The role of quality management in government organizations
- Understanding public value and stakeholder expectations
- Service quality versus operational efficiency
- Quality culture, leadership, and accountability
- Public service excellence frameworks and organizational maturity

DAY 01 — CONTINUED

PRACTICAL APPLICATION

Assess the current level of service excellence and identify priority quality gaps

DAY 02**Service Standards, Process Quality & Service Delivery**

- Defining government service requirements and quality standards
- Service standards, service commitments, and performance expectations
- Process management and service delivery consistency
- Identifying service failures, bottlenecks, and quality risks
- Standardization and process control
- Improving accessibility, responsiveness, and service reliability

PRACTICAL APPLICATION

Develop service quality standards and assess a selected government service process

DAY 03**Performance Measurement & Customer Experience**

- Designing service quality Key Performance Indicators
- Measuring efficiency, effectiveness, responsiveness, and service accessibility
- Customer satisfaction and customer experience measurement
- Collecting and analyzing customer feedback
- Complaints management and service recovery
- Service performance dashboards and reporting

PRACTICAL APPLICATION

Develop a public service quality measurement framework and performance dashboard

DAY 04

Quality Improvement & Root Cause Analysis

- Identifying and prioritizing service quality problems
- Root cause analysis and structured problem solving
- Corrective and preventive actions
- Quality assurance and service monitoring
- Reducing service errors, rework, delays, and inconsistencies
- Using data to identify trends and recurring quality issues

PRACTICAL APPLICATION

Conduct root cause analysis and develop a quality improvement initiative for a selected service

DAY 05

Sustaining Public Service Excellence

- Continuous improvement in public service delivery
- Employee engagement and service excellence culture
- Governance and accountability for service quality
- Measuring the impact of quality improvement initiatives
- Sustaining service improvements and preventing performance deterioration
- Developing service excellence improvement roadmaps

FINAL WORKSHOP

Develop an integrated Public Service Excellence & Quality Management improvement plan covering service assessment, stakeholder expectations, service standards, process quality, customer experience, KPIs, feedback and complaints, root cause analysis, corrective and preventive actions, quality assurance, employee engagement, governance, impact measurement, sustainability, and continuous improvement.



Register or Request More Information

Course page: <https://quest-training.com/courses/public-service-excellence-quality-management-training-course>

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