

## Service Quality Objectives

NHS Payroll Services aims to provide a professional and ethical service to our clients. Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. In order to demonstrate our intentions, we have identified a number of Quality Objectives

- **We will endeavour to deliver our services to specification**  
*The specification is stipulated in the client Service Level Agreements, any failures will be highlighted at Joint Review Meetings and raised as a non-conformance.*
- **We will endeavour to deliver our services and make payments on time**  
*Any advance or interim payments made outside of the payroll run are recorded on the database and a summary is provided to clients each month.*
- **We will endeavour to deliver our services to a 99.98% accuracy rate**  
*The volume of payslips produced per client per month and the number of errors are recorded on a spreadsheet which generates a percentage accuracy rate. The reports are provided to Directors of Finance each period.*
- **We will endeavour to satisfy our clients' requirements and work in partnership to reduce overpayments**  
*Overpayments are recorded in the database and a summary highlighting their source and reason is provided to clients each month.*
- **We will endeavour to make a significant investment in continuous improvement**  
*We have a dedicated band 5 technical resource who constantly reviews practices and processes to automate where practicable. The Quality Manager is responsible for the review of all quality data to initiate improvements.*
- **We will conduct our business in an ethical and professional manner**  
*All employees of Northumbria Healthcare NHS Foundation Trust must ensure compliance with the Trust's 'Standards of Business Conduct and Ethical Standards for Commercial Sponsorship' Policy.*
- **We will continue to be customer centric and ensure that all staff attend mandatory care training**  
*All NHS Payroll Services staff must attend the 'My Customer, My Responsibility' training and the follow up 'My Customer, My Responsibility - the journey continues.'*  
*This will include the prompt, timely and quality of responses to customers to ensure their experience with the department is a good one.*
- **Should we make a mistake, we will admit it and rectify the situation as quickly as possible**  
*All errors will be managed and the corrective actions will be implemented quickly. Databases and non-conformances will be completed where applicable to ensure any preventative measures are taken.*