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Statistical Data and Reports

Ted’s production of combined KLOE document

KLOE Document - Final

Final Report

**IRG Methodology – Project one – Contact Centre Project – August 2011**

Working KLOE document (Ver 3)

Produce Final Report

Completed Questionnaires

*Development of outline plan of action and understanding of scoping*

*Production of notes about the project*

*Production of initial Working Document*

*Meeting to agree Questionnaires and development of statistics (quantitative and qualitative)*

*Meeting to confirm Risks and update working document KLOE document with Risk References*

*Meeting to develop Impact statements and recommendations – update of Working KLOE document with Recommendations*

*Produce Final report and triangulate evidence v impact v recommendations*

Develop recommendations and impact s’ments

Risk Assessment Document

Risk Assessment Process

Customer & Staff Questionnaire Process

(KLOE)

Site Reports

Site Visits

Initial Meeting with HH staff

(KLOE)

Key-Lines-of-Enquiry

(KLOE)

Working KLOE document

Request for Data to HH

Action Plan

Initial Plan of Action Meeting

(KLOE)

Project Brief