



Quest 3 – Operational Management

Self-Assessment Preparation Form

Module Outcome	
Prominent signage is displayed in all relevant areas to draw attention to rules and arrangements.	
Maintenance is planned to prevent unwarranted disruption of the service.	
The facility is well maintained, clean and demonstrates good housekeeping standards.	
The facility has suitable, sufficient, and well-maintained equipment available.	
Operational management systems are in place to support people meet the governments and industry requirements.	
Focal Points - Questions to consider in preparation for your Quest Assessment	Yes, No or NA
Has the facility got relevant and up to date operational procedures/safe systems of work/work instructions on the day-to-day management of the facility?	
Are staff inducted in operational procedures and retrained when amendments are made to complete daily/weekly/monthly equipment checks?	
Is customer feedback gained on a regular basis on the operational management of the facility?	
Is there a capital investment plan linked to a budget to ensure that the equipment and building are maintained to a high standard?	
Is the completion of equipment checks monitored and linked to a completion target?	

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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
<p>Is the maintenance of the inside and outside of the premises presentable and welcoming?</p>	<p>The maintenance at the facility is at a high standard and having a positive impact on the customer experience and the environment.</p> <p>Any opportunities for improvement are minor and do not impact on the overall customer experience.</p>		
<p>Is the housekeeping of the inside and outside of the premises presentable and welcoming?</p>	<p>The housekeeping at the facility is at a high standard and having a positive impact on the customer experience and the environment.</p> <p>Any opportunities for improvement are minor and do not impact on the overall customer experience.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
Is there an appropriate provision of changing rooms and toilets to meet the needs of all customers?	<p>There is good provision of high standard changing facilities to cater for all needs including the provision of privacy screens.</p> <p>The changing rooms are well appointed with high quality fixture and fittings. There are high standards of maintenance and there were no/ or limited items not working.</p> <p>Toilet facilities are good, well stocked, and clean.</p>		
Is the facility clean?	<p>Industry standards are being followed. The facility has taken action to ensure all surfaces and equipment in all areas are kept clean at all times.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
<p>Is there a provision of goods for sale and hire equipment to meet the programming needs?</p>	<p>A wide range of competitively priced resale items are available to purchase either online or in person.</p> <p>All vending machines are in good working order, fully stocked, clean and tidy and offer a wide range of products. Equipment hire is available, in excellent condition with a competitively priced deposit system.</p>		
Plan			
<p>How do you plan to ensure the provision of a well-maintained facility (including ventilation and equipment)?</p>	<p>All policies and procedures clearly documented and user friendly.</p> <p>Rolling programme of PPM by competent suppliers or in-house staff. Consideration given to replacement of equipment to match future programming needs.</p> <p>Ventilation and Air Handling units serviced on a regular basis and checked daily for service faults to ensure that they are working efficiently and as per the settings selected.</p>		



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Do			
<p>There is a suitable and sufficient PPM in place that is being adhered to (fixed and portable equipment)</p>	<p>Comprehensive systems in place for PPM with clear communication to all staff and public on the relevant works schedule.</p> <p>Evidence of consultation with customers and partners about future needs and facility developments. Budget set for long-term works.</p> <p>Excellent use of social media and website to communicate any operational issues linked to maintenance and equipment.</p> <p>Appropriately trained staff member(s) who understands the principles and processes involved in the safe operation of a specialised facility, for example a swimming pool and working at heights.</p>		





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Do			
<p>There is a suitable and sufficient cleaning and housekeeping process in place that is being adhered to (inside, outside and staff areas)</p>	<p>Staff are trained on a regular basis and possess a good knowledge of what the requirements of each area of the facility are.</p> <p>There is an investment plan in place for staff training and equipment replacement.</p> <p>The facility can evidence improved levels of customer satisfaction linked to investment in equipment and training. Processes are reviewed on an annual basis to ensure high standards are maintained.</p> <p>External and internal audits, along with comprehensive systems of feedback are in place to monitor cleanliness and housekeeping standards.</p>		
<p>What training takes place to ensure that you are competent? (Challenge for the operational staff)</p>	<p>External partner or qualified internal trainer-assessor in place to complete planned and ad-hoc inspections/audits to ensure SSOW are adhered to.</p> <p>Comprehensive system of staff training and competency in place for each role.</p> <p>Staff appropriately trained to understand their responsibilities for the external contractors ensuring safe compliance standards are maintained.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Do			
Are suitable and sufficient resources available to achieve high standards of building management and overall cleanliness standards?	<p>A comprehensive monitor, measure and review process is in place for cleanliness, the effectiveness of disinfecting and customer perceptions.</p> <p>The site has taken the opportunity to expand its 'goods for resale' offering to help customers use their own equipment for the activities they take part in.</p> <p>There is a capital investment plan linked to a budget to ensure that the equipment and building are maintained to a high standard.</p> <p>Retail supply partner agreement in place to check and maintain standards of specific retail items. E.g., contracted vending machines or pool resale supplier.</p>		



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Measurement, Monitoring and Review			
<p>How does the organisation monitor, measure, and review the effectiveness of its operations to ensure continuous improvement?</p>	<p>A comprehensive monitor, measure and review process is in place, where possible milestone/KPIs are being used, such as targets for completion.</p> <p>The standard and quality of work completed is formally reviewed.</p> <p>The completion of equipment checks is monitored and linked to a completion target.</p>		
Impact			
<p>Can the facility demonstrate the processes in place are making a difference?</p>	<p>The facility has a robust continuous improvement process in place and can demonstrate improved levels of customer satisfaction levels.</p> <p>The positive impact and outcome of high operational standards can be evidenced consistently over time using qualitative and quantitative data.</p> <p>The facility has developed a reputation for its high standards and can demonstrate this through not only high customer satisfaction levels but can also link this to footfall.</p> <p>The facility can evidence that their approach to operational management has led to savings on kit replacement.</p>		