## **Records Management Continuous Improvement Programme Overview** Continuous Improvement Staff member completes checklist(s) Checklists Assessment meets Assessment does not agreed standard meet agreed standard Staff contact Records Staff identify areas for Services for support improvement as identified by checklists finding Records Records Services staff resources Services undertake reference staff interview(s) to Staff use resources support available for determine issues, and provided through materials support scope solutions **Records Services** website to identify action points for weak areas Project Records Services staff planning develop project resources solutions for issues identified Staff build action points into work plans and complete. Project undertaken jointly between Records Services and business unit Key: Review Resource or Task undertaken by business resources documents required Project is reviewed by or produced at this business unit and stage Records Services staff Task undertaken by Records Services Task undertaken by business unit and Records Services

jointly