


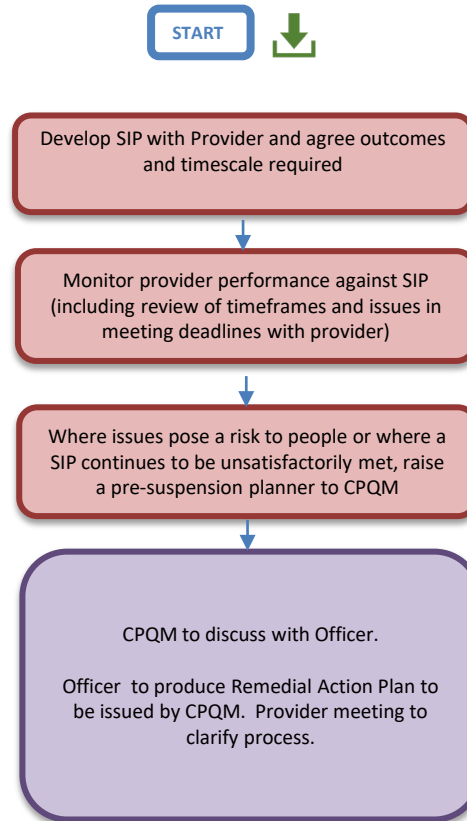


Appendix 19. CP&QT Service Improvement (SIP) & Remedial Action Plan (RAP) Flowchart

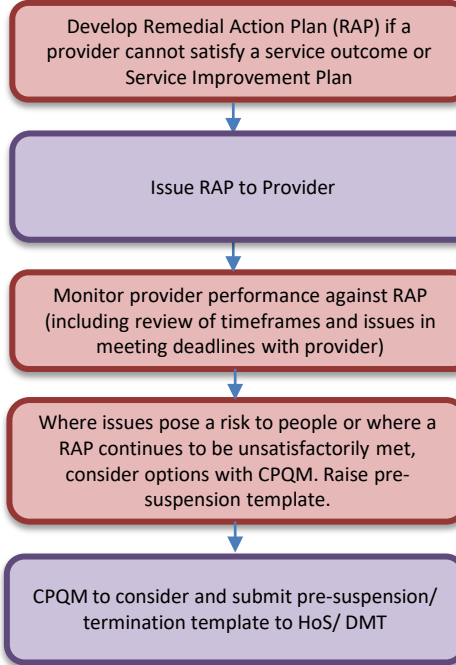
Service Improvement Plan Process

Legend

-  Activity/key stage led by Contract Performance and Quality Officer (CPQO)
-  Activity/key stage led by Contract Performance and Quality Manager (CPQM)
-  Activity/key stage led by Head of Service (HoS)



Remedial Action Plan Process



Legend

- Activity/key stage led by Contract Performance and Quality Manager (CPQM)
- Activity/key stage led by Contract Performance and Quality Officer (CPQO)
- Activity/key stage led by Head of Service (HoS)

