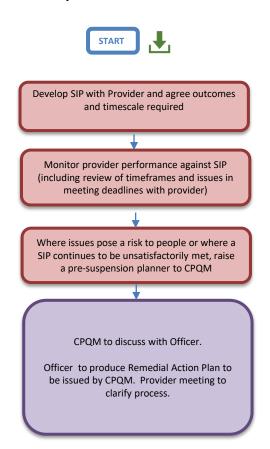
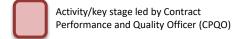
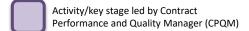
## Appendix 19. CP&QT Service Improvement (SIP) & Remedial Action Plan (RAP) Flowchart

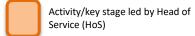
### Service Improvement Plan Process



# Legend

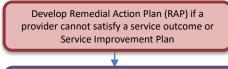






#### Remedial Action Plan Process





#### Issue RAP to Provider

Monitor provider performance against RAP (including review of timeframes and issues in meeting deadlines with provider)

Where issues pose a risk to people or where a RAP continues to be unsatisfactorily met, consider options with CPQM. Raise presuspension template.

CPQM to consider and submit pre-suspension/ termination template to HoS/ DMT

HoS/ DMT to confirm action/s to undertake

Suspend service

Decommission service

# Legend

