

# The Five Factors

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Facilities

Communication

Policies and processes

Training and Development

Leadership

This will help us go from **‘Good to Great’**

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# What are the projects?

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## Facilities

1. IT terminals and software systems
  2. Phones and phone training
  3. Orthodontic Equipment
  4. Nurses Stock ordering and audits
  5. Uniform and staff presentation
  6. Filing Areas
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# What are the projects?

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## Communication

1. Regular Staff Meetings - Quarterly
  2. Regular HOD Huddles - Monthly
  3. Staff Notice Boards
  4. Newsletter/Events/Birthdays/Results
  5. Continuous Improvement
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# What are the projects?

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## Policies & Procedures

1. Contracts
  2. Job Specifications
  3. Handbook (Policies and Processes)
  4. Benefits
  5. Incentives
  6. Appraisals
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# What are the projects?

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## Training and Development

1. IT training and skills development
  2. GDC Training
  3. Career Development
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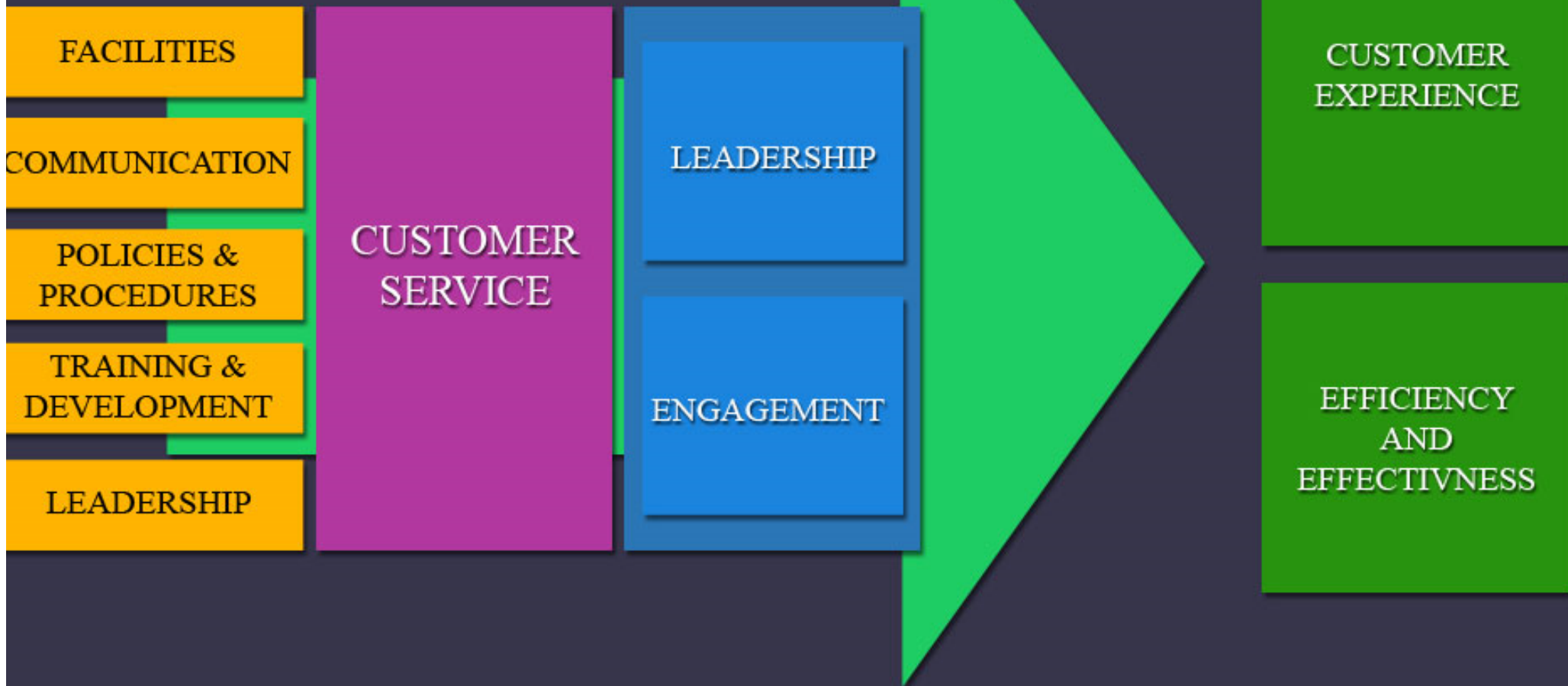
# What are the projects?

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## Leadership

1. Recruitment – Practice Manager
  2. Recruitment – Treatment Coordinator
  3. Mission statement
  4. Values and ethics
  5. To be certified as Investors in People
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# WHAT ARE OUR GOOD TO GREAT BUILDING BLOCKS?



**CONTINUOUS IMPROVEMENT**