

An overview of the Public Sector Unit

Please describe the main functions, operations and activities of the Unit as well as services provided.
Please, present your Unit's history and main milestones against quality as well as improving activities or innovative
actions:

Please provide an organisation chart as it is today

The customers (citizens, other units, etc and the external environment: Please describe the external environment, your customer's expectations and the environment in which the organisation functions as well as any information considered important that affects your operations
The Unit's Human Capital
Please give information on the number of employees, educational variation and main categories.
Principal Venues and Installations: (Where do you retain facilities and offices)
Your customer management approach
Describe here in brief the way you are evaluating the expectations of your customers and the main processes used to satisfy these expectations.

1st APPROACH

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

Relevant Area/s	 Relevant Chapter/s	
Title of the Approach		
The of the Approach		

PLAN			
DO			
CHECK			
ACT			

OUTCOMES

Please describe the outcomes related to the previous approach presented

OUTCOME 1			,,,,,,	
	YEAR 1	YEAR2	YEAR 3	
Actual measure			12.11.0	
Target				
Range		l .		
Clarifications				
OUTCOME 2				
	YEAR 1	YEAR2	YEAR 3	
Actual measure	7LAN 1	TEANE	7LAN 3	•••••
Target				
Range				
Clarifications				
Please describe of these outcomes.	ther outcomes r	elated to this Appr	oach as well as othe	er Approaches linked to
APPROACHES				
OUTCOMES				

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2nd APPROACH

Relevant Area/s

Relevant Chapter/s

Title of the Approach

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

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CHECK
ACT

OUTCOMES

Please describe the outcomes related to the previous approach presented

OUTCOME 1				
	YEAR 1	YEAR2	YEAR 3	
Actual measure			12.11.0	
Target				
Range		I		
Clarifications				
OUTCOME 2				
	V54D4	V54D2	V545.2	
A.1 1	YEAR 1	YEAR2	YEAR 3	•••••
Actual measure				
Target				
Range				
Clarifications				
Please describe of these outcomes.	ther outcomes r	elated to this Appr	oach as well as othe	er Approaches linked to
APPROACHES				
OUTCOMES				
23.0020				

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3rd APPROACH

Please describe one approach you have developed and that covers items relevant to chapter/s of the model.

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PLAN		
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ACT		
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OUTCOMES

Please describe the outcomes related to the previous approach presented

OUTCOME 1				
	YEAR 1	YEAR2	YEAR 3	
Actual measure	7 - 2 111 - 2	1 2 3 3 2	12	
Target				
Range		l .		
Clarifications				
OUTCOME 2				
	YEAR 1	YEAR2	YEAR 3	•••••
Actual measure			1211110	
Target				
Range				
Clarifications				
Please describe ot	her outcomes r	elated to this Appr	oach as well as othe	er Approaches linked to
these outcomes.				
APPROACHES				
OUTCOMES				

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