

Code Administration ESO Improvement Plan

October 2018

This plan outlines the key actions we are taking to improve our service for Code Administration, in response to your feedback

	November 18	December 18	January 19	February 19	March 19	Alongside
Ease of Interpreting Information		◆ Streamline the traffic of information, with relevant and understandable updates at key stages	◆ Provide transparent, easily accessible information to track modification proposals	◆ Cross code working, including forward planning, to increase convergence and reduce congestion and complexity		Continuing the 'Customer Journey' <ul style="list-style-type: none"> - Looking ahead including horizon scanning - Brilliant Basics ensuring essentials are met, smarter reporting, executive summaries - Critical friend functions incorporating guides, FAQs, support and signposting
Technology & Facilitation	◆ Improve access for modification working groups with varying locations and technology to enable easier participation		◆ Introduce a range of communication methods (i.e. podcasts, webinars) to provide timely and meaningful updates tailored to industry needs		◆ Launch revised, intuitive, easy to navigate, website	
Provision of Support			◆ New FAQ guides to improve understanding of the process, facilitating greater involvement across the whole market	◆ Implement 'Governance Surgeries' to guide all users through the process		

Ongoing customer Engagement
Email newsletters, Feedback, Surveys, Webinars etc.

Informs future direction

Contact: box.codes.mce@nationalgrid.com for more information