



# What Does Continuous Improvement Look Like?

**Osborne Property Services is proud to be a 'learning organisation': a company that prides itself on its culture of doing the right thing for its clients and residents.**

We believe that it is crucially important to learn from our experiences to improve. We know that through our people, supply chain and client feedback that we can take learning to continuously improve how we deliver a great service.

We have the advantage of being part of a group organisation that has direct experience of developing, building, operating and maintaining vast projects, so it can bring beneficial shared learning to every project. From rail to road, to healthcare and housing, Osborne's commitment to constantly making things better means that we support our customers' ambitions and provide a continuously better experience.

We promote a culture of innovation and service improvement through our 'Improvement Opportunities' initiative. The 'IO' smartphone app provides a platform for our people to raise an improvement opportunity – a suggestion for how we can improve the quality of services we provide. This feedback is reviewed, fed-back and, where possible, swiftly acted upon.

As a learning organisation we encourage our people to continuously promote and share their knowledge and ideas in a number of ways, ensuring that the services we provide are in line with customer needs and expectations.

