

This document is intended as a prompt to help you think about how you can measure the success of your actions in addressing areas within your firm where a potential or actual risk has been identified.

What do I want to achieve?	What information will I need?	What is the baseline measure?	Is remedial action needed?	Have I been successful?
<p>E.g. X% of customer files clearly demonstrate that customers received good quality of advice and were treated fairly by our advisers throughout the whole sales experience</p> <p><i>Tip:</i> Set specific, realistic and measurable targets to address the risks you have identified.</p>	<p>E.g. Satisfactory customer file reviews which adequately assess the quality of advice given and the process itself, and not only administrative errors</p> <p><i>Tip:</i> Consider the process you have in place at the moment. Does this need to be improved to help achieve your outcome?</p>	<p>E.g. As at X date, the outcome from X% of customer files could not clearly demonstrate that customers received good quality of advice and were treated fairly by our advisers throughout the whole sales experience</p> <p><i>Tip:</i> Ensure all relevant staff are clear on what you are trying to achieve and why, how you intend to do this and the timescale being set.</p> <p>Review this regularly to ensure you are on track to succeeding.</p>	<p>E.g. Increase training for one or more advisers in key areas and/or increase observations to identify root causes. Communicate importance of good record keeping to all staff.</p> <p><i>Tip:</i> If you identify an issue across more than one adviser, consider a group training session. Findings should feed directly into staff's Learning and Development Plans.</p>	<p>E.g. As at X date, X% of customer files clearly demonstrate that customers received good quality of advice and were treated fairly by our advisers throughout the whole sales experience</p> <p><i>Tip:</i> Ensure this is not a one-off and processes are regularly reviewed. Record what you do.</p>