



Suomi.fi quality tools



MINISTRY
OF FINANCE



WHAT? Quality Tools enable the quality of services provided by organisations to be monitored

The Suomi.fi Quality Tools offer a compatible solution that especially organisations providing digital services can use to assess and monitor the quality and use of their services and compare the results to those of other equivalent services.

Anyone can use the Quality Tools – also for non-digital services. The tools help service developers identify the strengths and weaknesses of their services, and based on a customer-oriented

approach, make their services work increasingly smoothly. This contributes to improving knowledge-based management.

The set of Suomi.fi Quality Tools comprises three different tools – self-assessment, customer feedback and measurement of utilisation rate. The data produced by the tools can be easily processed in the follow-up view, which also enables searching, sorting and filtering the data.



HOW? Three tools for improving the quality of digital services

The goal in public administration is to increasingly provide services through digital channels. Developed in cooperation with public organisations, the Quality Tools can be used to monitor customers' activities and collect customer feedback.

The tool kit contains three different tools, one of which is intended for internal development and the two others for collecting customer data.

Self-assessment

The self-assessment tool includes the national criteria drawn up by public organisations, which are divided under six different themes and comprise 55 statements that organisations can use to internally assess their digital services.

Customer feedback

Organisations can use the customer feedback tool to ask customers for immediate feedback after they use the service. The tool is based on a five-star rating scale and open-ended feedback.

Utilisation rate measurement

The tool for measuring utilisation rate enables service utilisation and the transitioning of use to be monitored in different channels.

On their own Quality Tools pages, organisations can perform a self-assessment of their services, examine customer satisfaction and trends in the rate of service use, process and categorise the open feedback concerning their services, as well as monitor the development of service quality over different periods. The data collected can also be transferred through the service interface to the organisations' own systems for further processing and analysis.

In the public Quality Tools view, anyone can examine the star ratings, self-assessment results and changes in the rates of use of services for which the tools are used, as well as compare the quality of public services using various search criteria.

The use of Suomi.fi Quality Tools is voluntary and free of charge. Each organisation is responsible for any costs they incur from deployment. The use of the tools requires a licence to use the Finnish Service Catalogue. In addition, descriptions of the services to be monitored must be included in the Catalogue.

Quality Tools for digital service measurement

- Make it easier to monitor and develop service quality and use.
- Offer a compatible solution and comparable data collected across organisational boundaries.
- Can be used free of charge.
- Require a licence for the Suomi.fi Finnish Service Catalogue and descriptions of the services monitored to be included in the Catalogue.



FOR WHOM? Public organisations and anyone interested in the tools

The Quality Tools are primarily intended for public organisations, but anyone with a licence for the Suomi.fi Finnish Service Catalogue can use them free of charge. The Quality Tools are deployed through the Suomi.fi service management site.

By December 2022, nearly 30 organisations and more than 80 services had tested the Quality Tools. The Tools are regularly used by 12

organisations, of which four are municipalities and eight are government organisations. The tools are most visible in the electronic passport application service of the Finnish Police, where self-assessment and customer feedback tools are used for both internal and external service quality assessments.

Potential users of the Quality Tools

- Municipalities, towns and cities
- Government agencies and authorities
- Third sector organisations
- Private organisations and companies



BENEFITS? Quality Tools provide comparable data

The main benefit of Quality Tools is that they offer organisations an easy way to monitor customer satisfaction with their services, assess the need for service development and compare the quality of different services, also across organisations, in real time. The self-assessment, which has been proven to work well and be easy to perform, helps determine the strengths and development needs of services. The

customer feedback tool offers service users the opportunity to easily provide feedback, and the data collected offers good insight into the quality of operations.

In addition to internal monitoring, the compatible Quality Tools enable service comparisons between organisations.



RESULTS? An increasing number of organisations use the Quality Tools

The goal is for more and more public organisations to start using the Quality Tools to monitor their service quality and use. This will help provide a real-time picture of the progress of digitalisation and the quality of services. Comparisons with other services across organisational boundaries are more interesting and diverse the larger the number of services that use the Quality Tools.

The customer-oriented development of the Quality Tools continues, and in the future, the utilisation rate measurement tool, for example, can be used to monitor customer feedback and

the number of service users, as well as their trends in different service channels. There are also plans to incorporate new features into the customer feedback tool.

Overall, the Quality Tools have received positive customer feedback. They are easy to deploy and use, and monitoring is logical. Low-threshold customer feedback collection and efficient self-assessment are important tools for developing operations and identifying areas in need of development in municipalities and government agencies.

Results regarding the Quality Tools

- Important tools and indicators for development and monitoring in municipalities and government organisations.
- The co-created tools accurately match the needs in public administration.
- The tools enable low-threshold customer feedback collection and processing.
- The tools produce compatible and comparable data that help organisations compare their services and identify areas in need of development.
- In the first stage, more than ten municipalities, authorities or government organisations have adopted the tools for regular use.
- Nearly 30 different organisations and more than 80 services have at least tested the tools.
- The free tools are available to everyone, which enables a wide user base.