

Ten steps to offer quality business services...

1. **Assess** local **economic conditions, labor market problems** and opportunities, and **economic development priorities** (targets/goals: attraction, retention, expansion).
2. Seek **advice** (and **verify** data) from businesses, determine **needs and wants**, and identify **problems and potential solutions**.
3. Set related **policy** for the **One-Stop System, Center, and Programs** and develop business service **goals**.
4. **Inventory** current system and partner program business services, seek **alignment** with WIB goals, and **identify new** services and products to **respond to local labor market**.
5. Develop a **specific list** of business services and identify **tiered service levels** (core, intensive, and training).
6. Establish targeting criteria, and decide which businesses you will **target to market the intensive and training service levels**.
7. Identify who is **responsible for delivering which level** of business services, and **what services each will offer**.
8. **Partner** (within the One-Stop System and with others) to **integrate** service delivery **at each service level**.
9. **Measure business customer satisfaction** (complaints, suggestions, feedback, and evaluation) with services, levels, and delivery.
10. **Improve (continuously)** through analysis of **customer data** (preference and behavior), ongoing assessment of **local labor market**, and **piloting/testing** of new services.

Excerpted from "Building A One-stop System to Serve Businesses: Creating and Organizing Your Roles, Partnerships and Services" training session.