GE-MOD-SERVICES-1.0 / VERSION 1.0

Services Assessment Framework

Organizational performance and service quality

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Document date: 26 October 2026
Assessment and certification standards.

In this document

01 Services

Use this document with its stated edition. Applications and enquiries: contact@greatentity.com. Certificate verification: verify@greatentity.com. Certification follows an assessment and an authorized decision.

Services

Understand service quality from request to resolution.

Module scope

Named services with defined users, channels, locations, and delivery boundaries.

Required application across five dimensions

L: assign service ownership and priorities. P: measure timeliness, accuracy, repeat contacts, and resolution. S: sample the full request-to-resolution journey. B: include successful and unsuccessful experiences across material groups. I: verify action on recurring complaints.

Required evidence

Service catalogue and commitments; sampled request and resolution records; 12-month measures; handoff and supplier controls; accessibility information; feedback and complaints; verified improvement actions.

Coverage and decision rule

Apply the common GEEF evidence period, record sampling, beneficiary-feedback protocol, scoring rubric, and mandatory gates. Record the module mapping in the evidence register. Unavailable required evidence must be resolved or the assessment deferred; it must not be silently omitted.

Certification wording

Use "Great Entity for Services" only for a valid certificate that names the assessed entity, activities, locations, and GEEF version. The category name alone must not imply endorsement of activities beyond the certificate scope.