

# **Suomi.fi Quality Tools:** Towards a better digital customer experience



# ***Smoother and more customer-oriented digital services with Suomi.fi Quality Tools***

**Suomi.fi Quality Tools launched in the spring of 2022 by the Digital and Population Data Services Agency primarily for evaluating, monitoring and developing the quality of digital services**

- ✔ Tool for knowledge-based management
- ✔ For evaluating, monitoring and comparing the quality and use of digital services within and between organisations and on a national level
- ✔ For identifying the strengths and points for improvement of digital services

**An accessible, safe and easy to use solution - ready-made service and indicators for quality measurement**



# The Suomi.fi Quality Tools



## Self-assessment tool

Includes a national set of criteria that organisations can use to evaluate their digital services internally.



## Customer Feedback Tool

For collecting feedback from users right after use of the service, includes a star rating and open feedback



## Utilisation Rate Measurement Tool

For monitoring the utilization rate of services and the transition of the usage between different channels



## Data monitoring

Analyzing the collected information using the summary view or with interface



# Suomi.fi-Quality Tools: Self-assessment Tool

Service Management > Quality Tools > A sample service for demonstration > Self-assessment

## Self-assessment

### Steps

Start

Instructions before using the service

Answered 10 / 10

Service use situation

Answered 13 / 13

Usability

Answered 10 / 10

Electronic support services for service use

Answered 9 / 9

Data security and data protection

Answered 5 / 5

Engaging the customer

Answered 8 / 8

Summary

[Download the claims as XLSX](#)

### Instructions before using the service

The service explains the information required for using the service and how service use proceeds.

1. Before using the service, the customer has been told what information and materials are needed for using the service.

- Yes
- Partially
- No
- Not applicable

Observations or development measures?

Here's a comment of mine that will not show to other organizations.

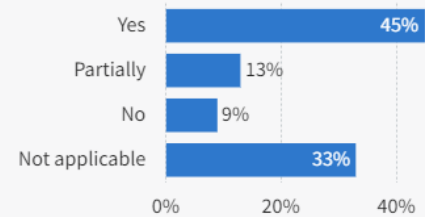
2. Before using the service, the customer has been told how much the service costs.

- Yes
- Partially
- No
- Not applicable

Observations or development measures?

Type here (within organisation, not displayed externally)

### Answer distribution



[Download the claims as XLSX](#)

Result calculated from answers Yes and Partly

# 77 %

Compared to previous evaluation **+8 %** ↑

# Suomi.fi-Quality Tools: Customer Feedback Tool

In English (EN) ^

Suomeksi (FI)

På svenska (SV)

In English (EN)

بالعربية (AR)

Eesti keeles (ET)

На русском (RU)

Davvisámegiili (SE)

Af soomaali (SO)

## Share your opinion. How was your transaction?

The feedback is used to develop the service.

We use the privacy statement to report on the processing of personal data.

[Privacy statement](#)

Enter a star grade

1 = dissatisfied, 5 = satisfied



Tell us more about your experience!

Do not enter personal information in the feedback. You cannot use the feedback form or receive a response to your feedback.

Enter a detailed description

Send

Distribution of customer feedback between 5 (satisfied) and 1 (dissatisfied)



Average of customer feedback

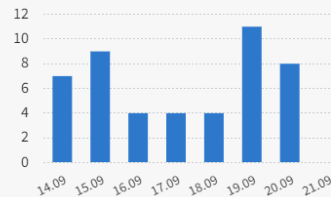
3.49



Total: 47 responses

For the period: 9/14/2022 - 9/21/2022

Number of feedback



Translate the feedback

Showing original feedback.

Show feedback with grade

All

Feedback

Grade

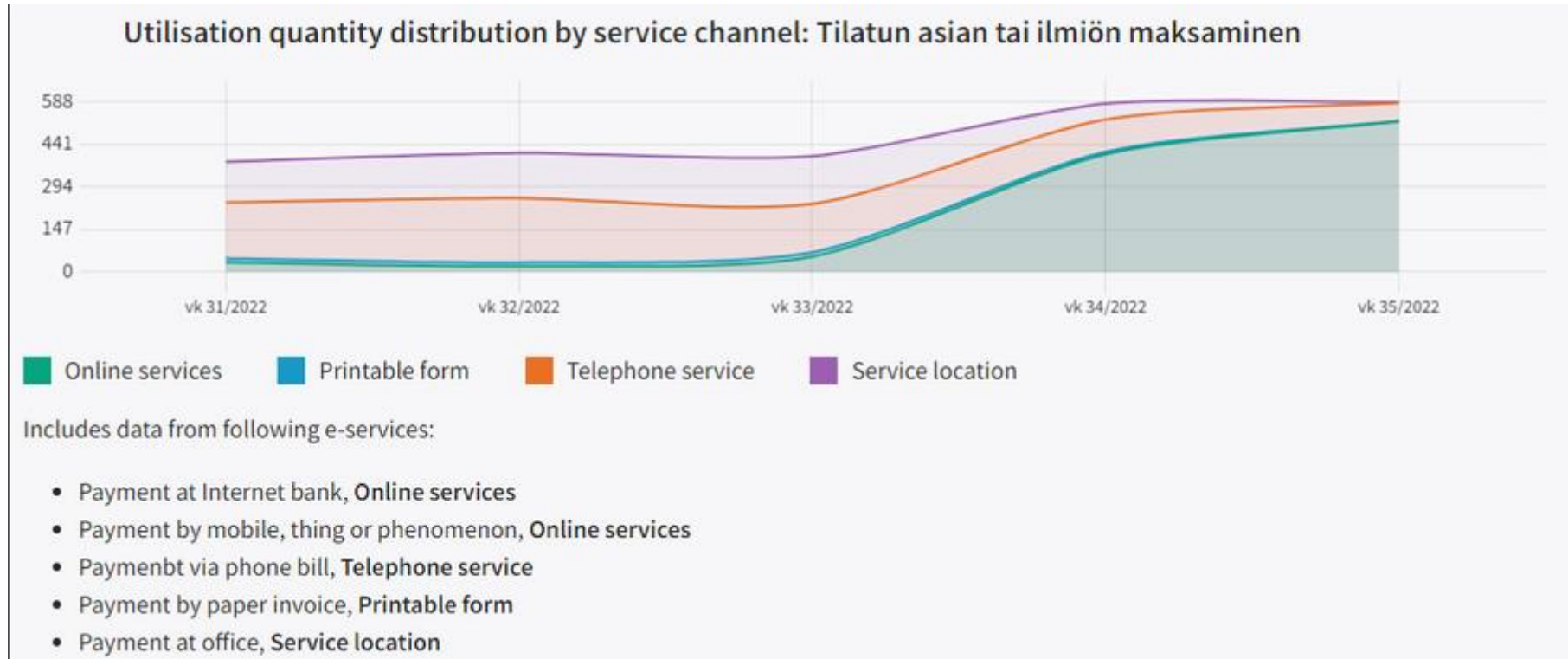
Date

X.X@XXX.fi  
ONN NNN NNNN



02.09.2022

# Suomi.fi-Quality Tools: recent development of Utilisation Rate Measurement Tool



# Suomi.fi-Quality Tools: Accumulated data

Quality data on public e-services > Tennis courts / Varaamo

## Accumulated data: Tennis courts / Varaamo

Organisation: [City of Turku](#) Service: [Tennis courts](#) Service channel: [Varaamo](#)

SUMMARY CUSTOMER FEEDBACK SELF-ASSESSMENT UTILISATION QUANTITY

Select tracking period

Last 90 days ▾

Show results

As charts ▾

Customer feedback average

3.14



7 feedbacks

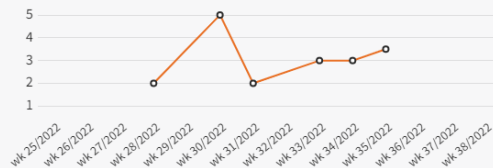
Utilisation quantity

3952

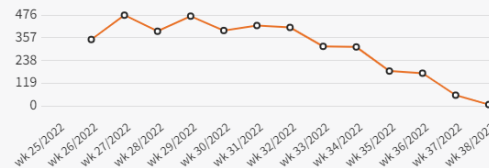
Organization's self assesment of the service quality

78 %

Customer feedback average trend



Utilisation quantity trend



# Suomi.fi Quality Tools: Data comparison

Organisation: Poliisi  
Service: Passihakemus  
Service channel: Police e-services

SUMMARY CUSTOMER FEEDBACK SELF-ASSESSMENT UTILISATION QUANTITY



## Customer feedback

RESULTS COMPARISON

Select tracking period

Last 90 days

Select ground for assessment

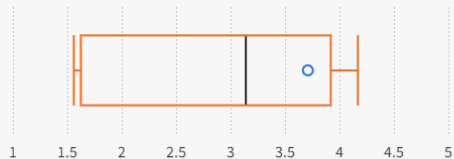
Same type of service channel: Online services

Show results

As charts

### Customer feedback average (entire monitoring period)

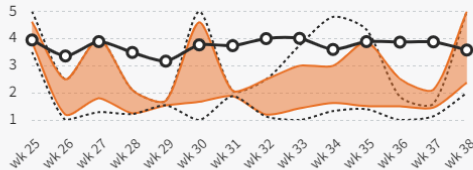
Same type of service channel: Online services, 7 pcs



- The average of this e-service
- Median
- 50% of observations
- 100% of observations (excluding deviations)

### Customer feedback average (trend)

Same type of service channel: Online services, 7 pcs



- This e-service
- 50% of observations
- 100% of observations (excluding deviations)

### Select ground for assessment

Same type of service channel: Online services

Same organisation: Poliisi

Same type of service channel: Online services

Same target group: Citizens (KR1)

Same service class: Maintaining public order an... (P20.1)

Same service class: Data protection and persona... (P7.9)

Same type of organisation: Central government

### Show results

As charts

As charts

As tables



# Suomi.fi-Quality Tools: Commissionings

Quality data on public e-services > Käyttöönottotilastoja

## Commissioning statistics

On this page you will find information about commissioning of the Quality Tools.

### Commissionings summary

Commissionings since

This table contains summaries of the quality tools statistics. You may view information by municipality and central government aspects or by tools and total commissionings

Select a date 

All commissioned	Municipality	Central government	Total
<b>All commissioned</b>			
Organisations	3	6	9
E-services	7	14	21

### Commissionings by organisation

Commissionings since

Sort

Select a date 

From latest to oldest 

Page contains 28 results, total 28 results

Organisation	E-services	Tool	Date of commissioning	Number of data
Digital and Population Data Services Agency	Suomi.fi Web Service	Customer feedback	11.9.2022	125
Kela	Etuustietopalvelu Kelmu / Etuustietopalvelu Kelmu	Self-assessment	31.8.2022	1
City of Turku	Tennis courts / Varaamo	Customer feedback	24.8.2022	7
Finnish Customs	Message exchange / customer testing	Customer feedback	23.8.2022	5