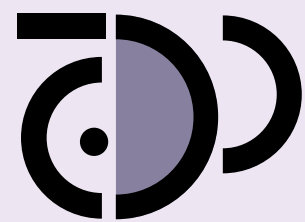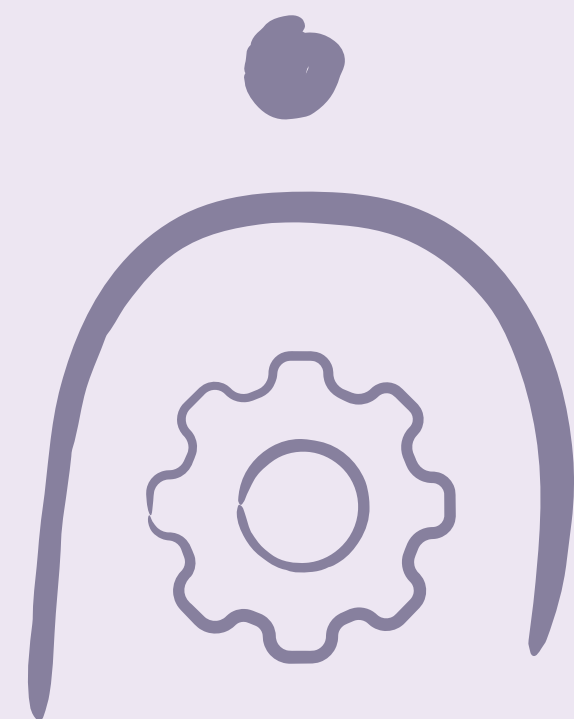جائزة أبـوظـبـي للتميــز
في دمـج أصحـاب الهمـم
Abu Dhabi Excellence Award for
People of Determination Inclusion

دائــرة تـنـمـيـة الـمـجـتـمـع
DEPARTMENT OF COMMUNITY
DEVELOPMENT

INCLUSIVE SERVICES PILLAR

Criteria	No.	Maturity	Foundation			Growth			Empowernment			Leadership	
			%0	%10	%20	%30	%0	%50	%0	%70	%80	%90	%100
Service Design (%20)	1	**Service Design Methodologies:** Applying methodologies for designing and developing the service using standards that ensure inclusive and accessible communication with POD, providing them with a usable service that meets their requirements and considers their physical, mental, psychological, and cognitive abilities, such as Universal Design standards	There is no specific methodology for service design, and it has not been confirmed that the comprehensive design requirements have been met in the service.			Some elements of inclusive design were considered during the service design process, but it did not fully meet the accessibility communication requirements for most users and did not cover all types of disabilities.			Methods of service design and development have been applied, and standards have been used to ensure accessibility communication requirements for the majority of POD. These methods and their implementation mechanisms are usually reviewed regularly.			Clear methods have been applied to comprehensively and sustainably design and develop services, referencing best practices in the field. Standards are used to ensure accessible communication with all types of persons with disabilities, providing them with services that are usable regardless of their physical or mental abilities, such as universal design for communication. These methods and their implementation mechanisms are regularly reviewed.	
	2	**POD Needs & Requirement:** Designing the service while taking into consideration the current and future requirements and needs of POD, ensuring their effective participation and/or the participation of their families in the service development and design process. This includes consulting their opinions, obtaining their free and informed consent, and incorporating their feedback to meet their requirements effectively.	The different needs of POD were not considered during the service design. Therefore, the service is not inclusive and does not meet their requirements.			During the service design process, some current needs and requirements of POD were taken into consideration, although only a limited number of disabilities were covered. However, POD and/or their representatives were not involved in the development and design of the service, which means that the service is unable to meet the needs and requirements of the majority of POD.			In the service design process, consideration is given to meeting the current and future needs of the majority of POD, covering most types of disabilities. At the same time, POD and/or their representatives are involved in the development and design of services, limited to a few types of disabilities, and their opinions and feedback are sought up and effectively utilized in the service design process. Additionally, improvements and enhancements to these practices are sometimes made based on performance results, satisfaction measurements, and feedback.			In the process of service design, special attention has been paid to meeting all the current and future needs and requirements of POD, regardless of their disability types. At the same time, POD and their representatives have been involved in the development and design of services, covering different types of disabilities, seeking their opinions and feedback, conducting benchmarking, referring to best practices, and fully utilizing this information to design services comprehensively. In addition, these practices are regularly improved based on performance results, satisfaction measurements, and feedback, and have been recognized or commended for these efforts, becoming a role model in the field.	
	3	**Creativity and Innovation:** Incorporating creativity and innovation in designing and developing the service, and providing new and effective solutions, while ensuring the use of modern technologies to improve the quality of life for POD, and making sure to get their feedback and approval	The services provided are conventional, lacking creativity and innovation in design, and do not significantly improve the quality of life for all types of POD.			The service lacks elements of creativity and innovation; however, some modern technologies have been used to provide a good service that considers the needs of POD, although it does not cover most types of disabilities.			There are some elements of creativity and innovation in the service design; however, it does not cover all types of disabilities, and no patent has been submitted for it. Some modern technologies have been considered and employed in the service design to provide a distinctive service that impacts the quality of life for POD across most of their disabilities.			The aspects of innovation and creativity in the design and development of the service are evident, as there has been a strong emphasis on using and providing new, innovative, and effective solutions to deliver a distinguished service for POD of all types. The latest technologies and methods have been considered to provide this service, exceeding the expectations of POD and improving their quality of life. The service has received recognition or awards for its creative element and has a registered patent or is in the process of being registered. It is considered a role model for others in this field.	
	4	**Pilot Implementation:** Conducting a pilot implementation of the service while actively engaging POD to gather their feedback, insights, suggestions, and utilizing them to improve the service prior to its official launch.	A pilot application was not implemented for the service before its final launch, which led to several challenges during its delivery, resulting in overall low satisfaction.			A simple pilot application of the service was implemented on a limited number of delivery channels, with modest participation from POD, and without considering the need for diversity in types of disabilities to cover their needs. This experience is being studied and improved in a basic manner before its launch.			A pilot application of the service was implemented on a limited scale and across some of its delivery channels, with participation from POD covering most types of disabilities. This experience is being studied to identify any potential performance issues and to evaluate the service's performance through various means, including measuring the satisfaction of service users participating in the pilot and gathering their opinions on the service and how to improve it to meet their needs and enable them to access it easily. This feedback is utilized to enhance and develop the service before its launch.			A pilot application of the service was implemented on a specific scale and across all of its delivery channels, with participation from POD of various types. This experience is being studied to identify any potential performance issues and to evaluate the service's performance through several means, including measuring the satisfaction of service users with disabilities and gathering their opinions on the service and how to improve it to meet all of their needs and enable them to access it easily. This feedback is utilized to enhance and develop the service before its launch.	

Criteria	No.	Maturity	Foundation (%0 / %10 / %20)	Growth (%30 / %0 / %50)	Empowerment (%0 / %70 / %80)	Leadership (%90 / %100)
Access to the Service (%40)	1	**Inclusive Marketing and Promotion:** Implementing clear, inclusive and accessible requirements for marketing and promoting the service, and ensuring all marketing material are available in accessible formats (readable, audible, and written) across various media and communication channels (digital, audio, visual, and in-person)	The requirements for inclusive advertising of the service are not provided, nor are the needs of POD considered when promoting it.	There are some basic efforts to provide inclusive advertising for the service; however, there is a lack of diversity in the advertising channels used. Moreover, the methods employed do not ensure that the information reaches POD of all types, nor do they meet the needs and requirements of most types of disabilities.	Efforts are being made to provide inclusive advertising for the service and to promote it through various channels and methods that ensure the information reaches POD of most types, in a manner that aligns with their needs and the basic requirements for inclusive access. Additionally, these practices are developed and improved from time to time based on performance results, satisfaction measurements, and feedback.	Exceptional efforts are being made to provide inclusive advertising for the service and to promote it through various channels and methods that ensure the information reaches POD of all types, in a manner that aligns with their needs and international standards. Additionally, these practices are periodically developed and improved based on performance results, satisfaction measurements, and feedback. The service has received recognition or awards as a result of these efforts and is considered a role model for other institutions in this field.
	2	**Ease of Access to Information:** Ensuring easy and inclusive access to information related to the service in line with international standards for universal and inclusive design. By providing documents, data, and images in accessible formats such as Braille, large print, electronic or audio formats, sign language interpretation, or any other method that allows POD to understand and access the information.	Suitable channels for obtaining information related to the service are not provided for POD, and accessible formats for documents and information are either insufficient or inadequate to enable POD to understand and access them effectively.	There are some efforts to provide information related to the service in accessible formats for use and understanding by POD; however, these efforts are limited, irregular, and basic, and do not cover most documents and information, nor do they meet the needs and requirements of most types of disabilities.	Information related to the service is provided through various means and channels that consider the needs and requirements of most types of disabilities, along with informational resources for POD that enable them to access it in different accessible formats while taking their needs into account. However, these efforts do not meet the requirements of some types of disabilities and do not cover all types and sources of information and documents. Additionally, these practices are developed and improved based on performance results, satisfaction measurements, and feedback in most cases.	Exceptional efforts are being made to provide information related to the service through various means and channels that consider the needs and requirements of all types of disabilities. There is a commitment to offering this information in a diverse range of accessible formats to cover all types of documents, information, and images, with continuous updates that allow all POD to access and understand the information easily and effectively, meeting their diverse needs and ensuring equal opportunities while aligning with international standards for inclusive access. Additionally, there is a focus on periodically developing these practices based on performance results, satisfaction measurements, and feedback. The service has received recognition or awards as a result of these efforts and is considered a role model for other institutions in this field.
	3	**Effective Communication:** Ensuring that POD has accessible and effective means to inquire, request, or provide feedback and complaints about the service. This includes a variety of channels such as call centers, text chat options, and high-quality voice and video call.	The organization does not provide suitable communication channels for use by POD, or these channels are insufficient or inadequate for most types of disabilities.	The organization shows some efforts to provide communication methods that can be used and accessed by POD; however, these efforts are limited, irregular, and do not cover most of the organization's communication channels, nor do they meet the needs and requirements of most types of disabilities.	The organization provides a number of suitable means to ensure communication with POD via phone and the internet, considering some of their needs based on the different types of disabilities. However, these efforts do not meet the requirements of some types of disabilities and do not cover all communication channels. Additionally, the organization develops and improves these practices based on performance results, satisfaction measurements, and feedback in most cases.	The service provides a variety of suitable means to ensure effective communication with POD via phone and the internet, accommodating the different types of disabilities and their requirements. This allows all POD to communicate with the organization easily and effortlessly to access the service. Additionally, systems are in place to receive complaints and suggestions from POD, taking into account their diverse needs and requirements, which ensure equal opportunities for communication and participation in digital and social interactions. The organization is also committed to periodically developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model in this field.
	4	**Diverse Service Delivery Channels:** Offering multiple ways to access the service, including in-person visits to service centers, home delivery of services, digital platforms, phone services, and smart applications—allowing POD to choose the method that best suits their requirements and circumstances with ease and convenience.	There is no diversity in the channels for providing the service, which is limited to a single channel that is not accessible or inclusive for most types of disabilities.	The service is provided through a limited number of channels, most of which are not accessible for most types of disabilities. There is a significant opportunity to provide more channels for delivering the service, thereby offering a more diverse range of options for POD. Most often, POD are directed to use a specific channel to access the service, which results in a large number of them being deprived of the freedom of choice, unlike others.	The service is provided through several channels that facilitate access for POD to obtain the service suitable for their circumstances and needs easily and conveniently, offering them some options to use. However, some channels are not accessible or inclusive for certain types of disabilities, and there is an opportunity to provide more channels for delivering the service, thereby offering a more diverse range of options for POD. Additionally, there are sometimes directives for POD to choose a specific method for obtaining the service. These practices are occasionally developed based on performance results, satisfaction measurements, and feedback.	The service is provided through multiple-accessible channels and creative methods, whether in-person, electronically, by phone, through smart applications, or by visiting their homes. This facilitates access for POD of all types to obtain the service suitable for their circumstances and needs easily and conveniently, offering them multiple options to use without restricting their freedom of choice. These practices are periodically developed based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the service has received recognition or awards and is considered a role model for others in this field.
	5	**Inclusive Physical Environment:** Ensuring physical accessibility to service centers and facilities, making them compliant with international standards for universal design. Caters to POD mobility needs, and provides dedicated parking spaces, accessible restrooms, appropriate signage and guidance tools (visual, auditory, tactile such as tactile ground surface indicators), along with safety and emergency measures to protect POD, especially in evacuation situations.	The service lacks comprehensive physical access measures for POD, which leads to numerous challenges for them, making it difficult to obtain the service easily and conveniently.	Some efforts are being made to improve accessibility for POD in using the service facilities; however, these efforts are limited, and there is often difficulty in accessing and using the organization's facilities easily and conveniently for POD, which does not cover the needs of most types of disabilities.	Most of the service facilities can be easily and conveniently accessed by customers with various types of disabilities, as facilities have been provided that are equipped for POD in accordance with the basic accessibility standards. This includes access to the service center, providing parking spaces for POD, and designing the internal facilities, including restrooms, to be easily and conveniently used by them, along with placing some signs and warning indicators. Additionally, some assistive technologies and devices are provided to meet the needs of most types of disabilities. All security and safety measures are also in place for them when using the facilities, especially during evacuation in case of emergencies; however, these measures do not meet the requirements of some types of disabilities, and accessibility and inclusivity can be improved. These practices are developed based on performance results, satisfaction measurements, and feedback in most cases.	The service facilities can be fully accessed easily and conveniently by customers with various types of disabilities, as facilities have been provided that are equipped for POD in accordance with the highest requirements of international accessibility standards. This includes access to the service center, providing numerous parking spaces for POD, and designing the internal facilities, including restrooms, to be easily and conveniently used by them, along with placing appropriate auditory, tactile, and visual warning signs and indicators. Additionally, assistive technologies and devices are provided to meet their diverse needs, covering all types of disabilities. All security and safety measures are also in place for them when using the facilities, especially during evacuation in case of emergencies. These practices are periodically developed based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the service has received recognition or awards and is considered a role model in this field.
	6	**Inclusive Digital Environment:** Ensuring accessibility to digital and electronic services that meet universal accessibility standards by providing user interfaces that are flexible and compatible with assistive technologies. These may include screen readers, voice controls, touch panels, specialized keyboards, eye-tracking devices, and other tools that facilitate effective access to digital services and information for POD.	The service lacks comprehensive digital access measures for POD, which leads to numerous challenges for them, making it difficult to obtain digital and electronic services and access information.	Some efforts are being made to improve digital accessibility for the service, the use of applications, and access to information by POD; however, these efforts are limited, and there is often difficulty in accessing and using them easily and conveniently for POD, which does not cover the needs of most types of disabilities.	Electronic and digital services can be easily and conveniently accessed by customers with most types of disabilities, in accordance with the basic standards of comprehensive digital accessibility. They can use the services and obtain some information in accessible formats easily and conveniently. Several assistive technologies are provided for digital sites and applications to meet most of their needs; however, these do not meet the requirements of some types of disabilities, and accessibility and inclusiveness can be improved. These practices are developed and enhanced based on performance results, satisfaction measurements, and feedback in most cases.	The electronic and digital service can be easily and conveniently accessed by customers with various types of disabilities, in accordance with the highest requirements of international standards for comprehensive digital accessibility. They can use the services and obtain information in accessible formats easily and conveniently. Various assistive technologies are provided for digital sites and applications to meet their diverse needs, covering all types of disabilities. These practices are periodically developed based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the service has received recognition or awards and is considered a role model in this field.
	7	**Service Delivery:** Delivering a value-added service that is easy to complete, high in quality, fast, and highly flexible. The service should meet the diverse needs and requirements of POD and include supportive services when needed, such as personal assistance and assistive devices (e.g., voice aids, magnifiers for vision, touch-control tools, wheelchairs, lifting devices). The service should meet the expectations of POD and have a clear, positive impact on their quality of life and that of their families.	POD face difficulties in obtaining the service and encounters numerous challenges in accessing it.	The service provides some accommodation and support for POD; however, there may be limitations or inconsistencies in meeting the specific needs of POD.	A value-added service is provided, characterized most of the time by the ease of completing the service and delivering it with quality, skill, professionalism, speed, and flexibility that align with the requirements and needs of people with various types of disabilities. It also offers some supportive services as needed, such as personal assistance and assistive technologies and devices. There may be additional opportunities to improve service delivery and ensure it meets the expectations of POD.	An exceptional effort is made to provide a value-added service, characterized by the ease of completing the service and delivering it with high quality, skill, professionalism, speed, and flexibility that align with the requirements and needs of people with all types of disabilities. It ensures the provision of supportive services as needed, such as personal assistance and assistive technologies and devices, exceeding the expectations of POD and leading to a clear positive impact on their quality of life and that of their companions. It is considered a role model in this field.

Criteria	No.	Maturity	Foundation			Growth			Empowerment			Leadership	
			%0	%10	%20	%30	%0	%50	%0	%70	%80	%90	%100
	1	**Awareness:** Raising awareness among service providers about the rights, challenges, and needs of POD, and how to interact with them with flexibility and professionalism, while responding to their requests and providing support in ways that promote a sense of equity and equality.	The service-providing employees lack awareness of disability issues and the rights of POD, as well as how to interact with them, which leads to numerous challenges for POD when obtaining the service.			Some service providers have a general awareness of the rights, challenges, and needs of POD and how to interact with them. The organization makes simple efforts to raise awareness among its service-providing employees about the rights of POD and how to interact with them and respond to their requirements; however, these efforts are inconsistent and do not cover most types of disabilities. They involve a limited number of service-providing employees and do not include those responsible for establishing regulations for managing the service. There is a significant opportunity for the organization to improve its efforts in this area.			Most service providers and those responsible for establishing the regulations for managing them have a good awareness of the rights, challenges, and needs of POD and how to interact with them and respond to their requirements through various means; however, these efforts are limited, inconsistent, and do not cover all types of disabilities or include all service providers. Additionally, the level of awareness is not measured periodically, and there are opportunities to improve these efforts. The organization occasionally develops and enhances these practices.			Service providers and those responsible for establishing regulations for managing them have a comprehensive awareness of the rights, challenges, and needs of POD and how to interact with them based on the type of disability. The organization demonstrates exceptional efforts in educating its employees and incorporates this into its annual awareness plans for employees and in training programs for new staff. It implements various awareness-raising methods, including workshops, emails, an internal website, meetings, events, and more. It also engages in activities to promote awareness of disability issues through competitions and other initiatives, and it periodically measures the level of awareness. Additionally, it is committed to developing these practices regularly based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the organization has received recognition or awards and is considered a role model in this field.	
Service Providers' Professionalism (%25)	2	**Specialized Training:** Providing a specialized and trained workforce of service providers and equipping them with the necessary knowledge and skills required to interact with POD and respond to their requirements effectively, it includes training staff to handle requests from POD, whether made via phone, electronically, or in person at service centers, (e.g., staff proficient trained in sign language, programmers developers knowledgeable about in universal accessibility requirements for digital and electronic services, trained contact center staff to meet familiar with the POD needs and how to meet them).	Service providers lack the necessary skills to interact with POD, which leads to numerous challenges for POD when obtaining the service.			Initial training is provided to a limited number of service-providing employees on disability issues; however, it is inconsistent and basic. There is a significant opportunity to improve efforts in this area by offering stronger and more comprehensive training that includes techniques for providing inclusive services to POD and covers all employees who interact with them or are responsible for developing regulations for them.			Specialized courses are sometimes conducted for employees involved in interacting with POD to provide services or develop appropriate regulations on how to interact with them and improve their skills in responding to their requirements, whether by phone, electronically, or at service centers based on the type of disability. However, the content of these courses is not comprehensive for all types of disabilities, and they are held irregularly and are not inclusive. There are opportunities to improve these efforts. The organization occasionally develops and enhances these practices.			All service providers and employees responsible for establishing and managing the regulations possess high skills in interacting with POD, regardless of their types of disabilities, due to the exceptional efforts made by the organization in training its employees involved in the service—whether they are service providers or those responsible for developing the regulations for managing it—on the rights of POD and improving their skills in how to interact with them. This is achieved through the development and implementation of comprehensive training programs focused on best practices for accessibility and techniques for providing inclusive services to POD, as well as how to interact with them and respond to their requirements, whether by phone, electronically, or at service centers based on the type of disability, with these training programs being conducted regularly. The organization is also committed to developing these practices periodically based on performance results, satisfaction measurements, and feedback. As a result of these efforts, it has received recognition or awards and is considered a role model in this field.	
	3	**Respect and Privacy:** Ensuring respectful and dignified interaction with POD while maintaining their privacy and considering cultural and linguistic diversity by providing support in multiple languages and formats that align with their varied cultures and abilities.	The privacy of POD has not been taken into consideration, nor has there been a guarantee of treating them with respect and preserving their dignity.			Some privacy is provided for POD while they receive services, and POD are respected regardless of their type of disability. However, there are limited options for POD to choose from, and the available service channels for them are restricted. Nevertheless, there are significant opportunities to improve this situation and provide support while considering all types of disabilities.			Privacy is provided for POD while they receive services, and POD are respected regardless of their type of disability, with their dignity ensured by allowing them the opportunity to make decisions freely and providing some options when obtaining services and through the delivery channels of service. Support is also offered in various ways and in multiple languages to accommodate the diversity of their cultures and somewhat varied abilities. However, there is an additional opportunity to improve this and consider all types of disabilities. These practices are sometimes developed based on performance results, satisfaction measurements, and feedback.			The highest levels of privacy are provided for POD while they receive services, and POD are respected regardless of their type of disability, with their dignity ensured by allowing them the opportunity to make decisions freely and offering a variety of options in the services provided and through the channels of service delivery, including the possibility of receiving services individually without the need for constant assistance in some cases of disability, if possible. Support is also provided in various ways and in multiple languages to accommodate the diversity of their cultures and varied abilities. There is a commitment to regularly developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the organization has received recognition or awards and is considered a role model in this field.	

Criteria	No.	Maturity	Foundation			Growth			Empowerment			Leadership	
			%0	%10	%20	%30	%0	%50	%0	%70	%80	%90	%100
Results and Impact (%15)	1	**Feedback:** Collecting regular feedback from POD regarding the service through appropriate accessible tools and channels that help identify their needs and requirements, measure their satisfaction with the service, and respond to their complaints and suggestions.	No means have been provided for obtaining feedback about the service from POD, measuring their opinions, and receiving their complaints and suggestions in a manner that accommodates the different types of disabilities.			There are some limited practices for obtaining feedback about the service from POD, and sometimes their opinions are measured, and their suggestions and complaints are received. However, this is not done comprehensively or sustainably, and the needs and requirements of different types of disabilities are not taken into consideration.			Suitable channels are often provided that align with the needs and requirements of most types of disabilities for obtaining feedback about the service from POD, and utilizing it for development and improvement. Policies and systems are implemented to periodically measure their opinions and receive and manage their suggestions and complaints, and this is applied most of the time. However, it does not cover all types of disabilities and is not implemented sustainably. These practices are developed and improved based on performance results, satisfaction measurements, and feedback in most cases.			Exceptional efforts are being made to provide suitable channels for obtaining feedback about the service from POD and utilizing it for the continuous development and improvement of the service. Mechanisms are established to receive and manage their complaints and suggestions, identify their needs, and measure their opinions in a manner that aligns with the needs and requirements of all types of disabilities, applying these mechanisms effectively, comprehensively, and sustainably. POD is encouraged to use these channels and participate in providing this feedback. There is also a commitment to regularly developing these practices based on performance results, satisfaction measurements, and feedback. As a result of these efforts, the organization has received recognition or awards and is considered a role model in this field.	
	1	**Performance Measurement:** Measuring service performance through satisfaction surveys and performance indicators, which may include (but are not limited to): Time taken to receive the service, number of disability related training sessions for service provider, the percentage of POD accessing services, quality of the provided service, satisfaction rates of POD and/or their families, trust in the service, outcomes of complaints and suggestions handling (processing time, number and types of complaints and suggestions, resolutions, etc.), measuring the impact of the service on POD and their families.	A very limited number of results are measured to assess the performance of the service, and most of these results were not positive, with the measurements being irregular.			The performance of the service is measured through performance indicators and opinion measurements, but these are limited and are measured irregularly, with some showing positive results.			Efforts are being made to measure the performance of the service through opinion measurements about the service, whether it is provided at the service center, via phone, through the website, or through smart applications, and to implement these methods in ways that align with the needs of most types of disabilities. Additionally, performance indicators are established to measure the service and its impact on improving the quality of life for POD. However, these measurements are not comprehensive and are conducted periodically in most cases, showing predominantly positive trends in the results.			Exceptional efforts are being made to measure the performance of the service by implementing a variety of opinion measurements about the service, whether it is provided at the service center, via phone, through the website, or through smart applications, and to execute these methods in ways that align with the needs of POD of all types. Comprehensive performance indicators are established to measure the service and its impact on improving the quality of life for POD. These measurements are conducted sustainably and periodically, and all have shown positive results. These efforts are considered a role model in this field.	
	3	**Continuous Improvement:** Ensuring continuous development and improvement of the service based on feedback, performance and impact results analysis, benchmarking, and exploration of advanced technologies.	It is rare for the service to be improved, and it's not taking into account performance results or opinion measurements during its revision and improvement, which makes it fail to meet the needs of POD.			The service is rarely developed using feedback and performance results. Additionally, there are no benchmark comparisons implemented or utilized in the development process, nor is there a follow-up on the latest advancements in technology and knowledge to improve the service and the experience of POD, thereby meeting the needs of most types of disabilities.			Feedback, opinion measurement results, and performance indicators are utilized to develop and improve the service, but not on a regular basis. Benchmark comparisons are sometimes conducted, and there is a follow-up on the latest advancements in technology and knowledge to enhance the service and the experience of POD, thereby meeting the needs of most types of disabilities.			Efforts are made to regularly utilize feedback, opinion measurement results, and performance indicators to develop and improve the service, taking into account the results of benchmark comparisons and keeping up with the latest advancements in technology and knowledge to enhance the service and the experience of POD, thereby meeting their needs across all types of disabilities.	