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Service Delivery Plan

Method Statement 5 – Operational Interface

5.5 – Continuous Improvement

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**Method Statement 5.5 - *Continuous Improvement***

**MS 5.5a - *Operational Review***

[Redacted]

[Redacted]

[Redacted]

**a) *Contract Issue Management System***

[Redacted]

[Redacted]

**b) *Continual Improvement***

[Redacted]

[Redacted]



**MS 5.5b - *Internal Performance Measures***

