

A&F Service Excellence Action Plan for Change Management and Advisory Services

Service Dimension	Action Step	Timeframe
Knowledge	Based on results, CMAS will continue to expand employees' knowledge of other UMB departments/processes to better serve our customers who are looking for answers. We will plan presentations at CMAS Team meetings by other service based departments and continue to leverage partnerships with those other departments for additional learning opportunities.	Starting in first quarter CY 2024 (as other departments are available) and continue ongoing.
Ownership & Accountability	Based on results, CMAS employees may not have had the opportunity to offer service recovery strategies to respondents. Nevertheless, CMAS employees will be reminded of the expectation to use service recovery strategies.	Starting in Jan 2024, this will be covered in CMAS team meetings as an ongoing topic.