

Service Excellence Action Plan for Office of the Controller - General Accounting

Dimension	Action Step	Timeframe
Knowledge	<p>We currently have a policy in place though not written that requires staff to ask questions and to refer customers to other staff members that are more knowledgeable about questions when asked. We plan to attend all A&amp;F town halls meetings to increase overall knowledge of what other A&amp;F units do and to attend OOTC retreat in Oct where other OOTC team will discuss various aspects of their duties. Finally, ask questions of supervisor to learn about other units to direct request accordingly.</p> <p>We are also working on creating policies and procedures for our processes.</p>	Has already begun and will be ongoing.
Communication	<p>Our office meets bi-weekly, and this provides us an opportunity to share knowledge and keep each other up to date, ask necessary questions and discuss any new information pertaining to our office. We have created our units' organizational chart specifying the duties of each individual. This will aid in directing customers to the right person when in doubt. We have a policy in place to respond to inquiries/questions within 48 hours and we plan to adhere to this policy strictly even when issues are not resolved. General Accounting Request Form was just implemented which will assist in responding to all inquiries in a timely manner. We would like to get a general line for General Accounting so that all calls can be directed to that line so that any staff can pick up the phone when customers place call.</p>	Has already begun and will be ongoing
Process Improvement	<p>Revise website to make information easier to search for the user. Encourage open and transparent dialogue, actively listening to client. Also the new General Accounting Requests Forms which was just implemented will serve as a workflow for customers. Customers submit their request, the GA office reviews and completes the tasks and once the task is completed and approved, the system is updated by us and an automatic response is provided to the requesting department.</p>	Has already begun and will be ongoing. Currently working on the website updates.
Attitude	<p>Our office has a 48 hour turnaround time to inquiries and requests. We have made a point to respond to inquiries directly to avoid transferring customers to multiple service professional when appropriate. To foster a positive attitude, we will speak clearly, put a name to the voice, attend to customers with a smile even when on the phone. We will encourage open and transparent dialogue and actively listen to our client.</p>	Has already begun and will be ongoing.

Ownership & Accountability	<p>We are engaging in more team building to work on our professional relationships with each other to create a cohesive team.</p> <p>We are creating standard follow-up responses, such as "Thank you for bringing this to our attention, we will look into this and respond as soon as possible".</p>	Has already begun and will be ongoing
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