A&F Service Excellence Action Plan for SASS

Service Dimension	Action Step	Timeframe
Knowledge	Conduct regular internal and external training sessions and have discussions in unit meetings to continually develop staff knowledge-base and equip staff with strategies to find answers for stakeholders when they lack information or don't have an answer to a question. Keep a list of knowledge content areas that staff would like to strengthen.	Started internal training FY2022 and will be covered in SSAS team meetings as an ongoing topic. Start external training Q3 FY2024.
Communication	Initiate regular discussions and training at unit meetings on communication and how to continuously improve responsiveness and clarity in stakeholder interactions. Encourage employees to share successful communication strategies, fostering collective learning and improvement. Redesign and update SSAS website to provide more useful, easier to find information for stakeholders.	Started internal discussions and training Q2 FY2024. Started website redesign Q2 FY2024. Anticipate completion of website redesign Q4 FY2024.
Process Improvement	Strengthen workflow processes to align with stakeholder needs. Leaders will update and implement procurement policies, and Standard Operating Procedures (SOP).	Re-engaged policy/procedure updates in Q3 FY2023. Anticipated completion Q1 FY2025.
Ownership & Accountabilit	Establish and maintain clear roles and responsiblities, encouraging a culture of collaboration and personal responsibility. Refine protocols for timely follow-up with stakeholders. Implement training sessions and unit discussions to achieve these objectives.	Started Q2 FY2023 and will be covered in SSAS team meetings as an ongoing topic.
Attitude	Foster staff engagement and satisfaction by providing morale boosting actitives, encouraging participation in campus events, and inviting motivational speakers and other subject matter experts to participate in	Started Q2 FY2023 and will be covered in SSAS team meetings as an ongoing topic.