

# 2004 ICS Improvement Plans

Office/Service: ACC Bookstore

Intended Outcome: No more than 15% of internal customers will be dissatisfied with this office/service

STEPS	ACTIONS and RESULTS	DUE DATE
<p><b>1: Identify specific areas of dissatisfaction.</b></p> <p><i>Why are ACC internal customers dissatisfied with your service, attitude, or promptness?</i></p>	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p> <p>Fall 2004 &amp; Spring 2005, attended English departmental meeting, AVP Deans meeting, and specific departmental meetings with Dean/Dept. Chairs from Applied Technologies, Multimedia &amp; Public Services for feedback. Follow-up with Health Sciences Dean to identify problems was initiated. Additional feedback gathered from Fall 2004 Bookstore Task Force meeting.</p>	<p>1/14/05</p>
<p><b>2: Determine approach to address the issues identified.</b></p> <p><i>How will you address the concerns of ACC internal customers?</i></p>	<p><i>Describe what change(s) you will make and what targets for performance you will set.</i></p> <p>Our goal is to analyze problems by departments, meet with those departments to identify where the problems lie and determine solutions – i.e. additional training for Datalat input, textbook inventory management, eStaffing textbook selection process. Minimization of problems within the departments will result in increase of overall customer service ratings.</p>	<p>2/15/05</p>
<p><b>3: Prepare and implement an action plan.</b></p> <p><i>What will you do to address the concerns of ACC internal customers?</i></p>	<p><i>What actions will you take? When? What measurements and targets will you use?</i></p> <p>Continue to provide information on textbook ordering process and services to internal customers via <i>The Bulletin Board, Info Stream</i>. Look for continuous/historical problem trends within departments to determine where the gaps exist in the process. Attend AVP Dean's meetings at least once per semester and communicate to Dept. Chairs availability to attend task force and departmental meetings. Continue to utilize The Bookstore Task Force for dissemination of information, providing feedback, and establishing quality improvement processes. Increased problem-solving and communication will result in dissatisfaction rating below 15%.</p>	<p>Plan by 2/15/05 Implement through 5/1/05</p>
<p><b>4: Evaluate the effectiveness of the action plan.</b></p>	<p><i>List results of the action steps. If successful and complete, list how you determined whether internal customers' needs were better met</i></p>	<p>6/1/05</p>

*How well did you address the concerns of ACC internal customers?*