

2004 ICS Improvement Plans

Office/Service: Associate Vice President's Office

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

STEPS	ACTIONS and RESULTS	DUE DATE
<p>1: Identify specific areas of dissatisfaction.</p> <p>1. Inconsistency in policy application. 2. Accuracy of reports. 3. Timeliness in responses.</p>	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p>	1/14/05
	<p>1. Meeting with HR Task Force 2. Survey with ALT 3. Feedback from Employee Associations 4. Feedback from Executive Team</p>	
<p>2: Determine approach to address the issues identified.</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>	2/15/05
	<p>Develop a method to document decisions to ensure consistency. Develop a process for reports to be reviewed for accuracy prior to submission. Implement same day, next day service.</p>	
<p>3: Prepare and implement an action plan.</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>	Plan by 2/15/05 Implement through 5/1/05
	<p>1. Document decisions regarding policies. Confirm decisions in writing. Publicize decisions more widely to associations. Target: 100% accuracy in reporting policy interpretations to employees and dissemination of policy information to all employees. 2. Have reports double checked before distribution. Statistical reports will be proof read by two staff member. Target: 100% accuracy and no returns from the administration for revised reports. 3. Provide same day, next day service. Target: Response time within 48 hours.</p>	
<p>4: Evaluate the effectiveness of the action plan.</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>	6/1/05

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

ALT survey was conducted and results addressed. See attached Survey Questionnaire Responses.