

2004 ICS Improvement Plans

Office/Service: Compensation

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. Lack of up-to-date job descriptions.</p> <p>2. Lack of friendliness/customer service.</p> <p>3. Too Rigid.</p> <p>4. Staff Turnover.</p> <p>5. Lost Paperwork</p>	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p> <p>1. Customer feedback/complaints</p> <p>2. ALT Survey</p> <p>3. Feedback from Executives</p> <p>4. Feedback from Employee Associations</p> <p>5. HR Task Force</p>	1/14/05
<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> <p>1. <u>Lack of up-to-date job descriptions:</u> Change: Make job description update a priority Target: Update the job description on the website by fall 2005; 2. <u>Lack of friendliness/customer service:</u> Change: Increase emphasis on customer service Target: Treat each customer as a valued and respected colleague; 3. <u>Too Rigid:</u> Change: Consider issues as gray areas, not as black and white Target: Examine each decision in light of the best needs of the college, rather than the rules and regulations; 4. <u>Staff Turnover:</u> For the 2004 fall semester. Compensation was staffed by only the Supervisor, and service was slowed. Change: As the new Analyst masters the job duties, overall Compensation service should improve; 5. <u>Lost Paperwork:</u> Change: Improvements can be made regarding how paperwork is handled Target: Improved organization with paperwork</p>	2/15/05

<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> <p>1. Lack of up-to-date job descriptions: ACCeHire has a job description module that will require all job descriptions to be updated (under development – scheduled for competition in the spring). Compare web job descriptions to Datatel titles to establish missing job descriptions. 2. Lack of friendliness/customer service: Practice good customer service techniques. Practice listening and repeating back what is heard. Practice empathy and express value of customer input. Include customer in process of finding solutions. 3. Too Rigid: Be more flexible in consideration and analysis. Analyze the reasons for the request and the existence of the rules. Consider the changing needs of the college. 4. Staff Turnover: NA. 5. Lost Paperwork: Reorganize existing files. Log incoming projects on a calendar, noting due dates. Increase communication with submitting supervisors as paperwork is received and processed.</p>	<p>Plan by 2/15/05</p> <p>Implement through 5/1/05</p>
<p>4: Evaluate the effectiveness of the action plan.</p> <p><i>How well did you address the concerns of ACC internal customers?</i></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>