

2004 ICS Improvement Plans

Office/Service: Payroll

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><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> <ul style="list-style-type: none"> • HR Task Force • ALT Survey • Supervisory Feedback • One-on-one interviews with Deans • Conferences with employee associations. 	<p>1/14/05</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> <p>1. Improve communication between Payroll and deans, campus managers, supervisors and employee associations. 2. Discuss intended changes in schedules and procedures with deans, and employee association officers prior to finalization and announcement. 3. Develop an on-going training program for Payroll staff members and develop an expected standard of performance.</p>	<p>2/15/05</p>
<p>3: Prepare and implement an action plan.</p> <p><i>What will you do to address the</i></p>	<p><i>What actions will you take? When? What measurements and targets will you use?</i></p>	<p>Plan by 2/15/05 Implement through 5/1/05</p>

<p><i>concerns of ACC internal customers?</i></p>	<p>1. Plan a monthly schedule for campus visits, conversations with Deans and Campus Managers and Association representatives, to identify areas of concern. Target: Complete by 4/01/05 2. Develop a training program for new supervisors, to be conducted on a regular monthly basis. Target: Complete by 4/01/05 3. Increase all-employee emails to better communicate changes and deadlines prior to implementation of changes. Target: Complete by 3/1/05 4. Schedule regular customer service training for staff members and develop a standard of performance. Target: Complete by 4/15/05 5. Review plan and results periodically within the department and implement new actions and procedures as necessary. Target: Review Monthly</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>