

## Our Service Plan and Progress

2016/2017

Catering, Conferencing and Events

Cleaning Services

Security

Facilities Support Services

Marketing & Communications

**PRINT & COPY BUREAU**

Sport & Physical Activity

### Our Vision

The vision for Commercial & Campus Support Services is that we will provide excellent, financially sustainable services and facilities to our customers, which will make a significant contribution to the University's world class aspiration.

### Our Aims

- C** Deliver an Excellent Customer Experience
- O** Be a Sustainable, Effective and Efficient Organisation
- F** Be Financially Sustainable
- P** Value and Develop all our Staff

KEY PROJECTS	PROGRESS UPDATE
<b>Customer</b>	
<ul style="list-style-type: none"> <li>○ Review the survey methods, considering the need to increase the student satisfaction response rate</li> <li>○ To introduce customer measurement of the mailroom</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> </ul>
<b>Finance</b>	
<ul style="list-style-type: none"> <li>○ Understand the impact of the new graphics person</li> </ul>	<ul style="list-style-type: none"> <li>●</li> </ul>

KEY PROJECTS	PROGRESS UPDATE
<b>Operations</b>	
<ul style="list-style-type: none"> <li>○ To review the phone loop system to improve call answering %</li> <li>○ Review the number of hits to PrintCloud rather than the website and drive ordering online</li> <li>○ Measure and report on % of orders being placed online</li> <li>○ Introduction of a mystery shopping programme</li> <li>○ Launch of new product range</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> <li>●</li> <li>●</li> <li>●</li> </ul>
<b>People</b>	
<ul style="list-style-type: none"> <li>○ Our plan, Our progress initiative</li> <li>○ Poor performance next steps: - Away day etc</li> <li>○ Value our staff – Spotlight refresh, culture &amp; saying thank you</li> </ul>	<ul style="list-style-type: none"> <li>●</li> <li>●</li> <li>●</li> </ul>

**KEY:** ● Completed ● Ongoing ● Not Started



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile



Say "it's not my job"



Openly criticise colleagues



Sap energy from others



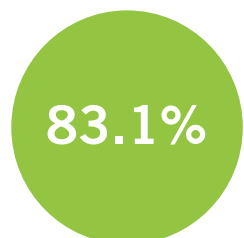
Ignore issues and problems

## Performance Update Snapshot – Print & Copy Bureau

August 2016 to July 2017

### Customer

Delivering an excellent customer experience



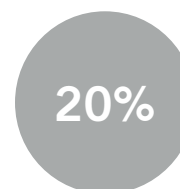
#### Satisfaction levels

All measures relating to customer service are better than 83.1% apart from cost of the service and value for money which is always hard to satisfy all customers due to the range of products and services we offer. There is some dissatisfaction with the online service and the queuing system in the Print Shop which is being addressed.

### Operations

A sustainable, effective and efficient organisation

#### Online orders



Target



Actual

Although there has been a steady increase in on-line orders we have not yet met our target figure. Marketing and improvements to the on-line order system should improve this figure over the coming year.

### Finance

Financial sustainability

#### Total Income



Total income met expectations to reach a record level of turnover. Increasing by nearly 10% when compared to 2015/2016.

### People

Valuing and developing our staff

I feel valued by my manager



2013



2015

I'm able to access training when required



2013



2015

Poor performance dealt with effectively



2013



2015

I'd recommend my service to a friend



2015