

Our Service Plan and Progress

2017/2018

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
Customer	
<ul style="list-style-type: none"> ○ Explore options for providing online feedback to customers ○ Prepare business case for producing Hard Binding thesis in-house to reduce costs and improve customer service ○ Review customer journey for print cloud and "walk ins" 	<ul style="list-style-type: none"> ● ● ●
Finance	
<ul style="list-style-type: none"> ○ Ensure costing parameters for new print devices and changes to paper selection do not reduce current prices. ○ To increase delivery charges in January 2018 to reflect increase costs following a tender process for deliveries around campus ○ Review the opportunities to reduce the current cost per hour of running the service. ○ To absorb `in-house` up to £50,000 of print work currently produced by external suppliers 	<ul style="list-style-type: none"> ● ● ● ●

KEY PROJECTS	PROGRESS UPDATE
Operations	
<ul style="list-style-type: none"> ○ Review all incumbent online and back office software systems to reduce manual intervention ○ Improve efficiency of Print Shop queueing process ○ Amend current re-routing of telephone calls and telephone auto welcome message ○ Introduce new range of print related services and review those we currently have ○ Review our internal processes to ensure efficiency, visibility of work and consistent customer service 	<ul style="list-style-type: none"> ● ● ● ● ●
People	
<ul style="list-style-type: none"> ○ Review businesses processes and explore the need for full time Tec operator for online ordering ○ Explore the need to provide a dedicated member of staff for the Reception area ○ Appoint a pool of internal mystery shoppers ○ Train senior staff in Managing Poor Performance and HR processes. 	<ul style="list-style-type: none"> ● ● ● ●

KEY: ● Completed ● Ongoing ● Not Started



Show Your 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 2017 to October 2017

Customer

Delivering an excellent customer experience

Number of Walk in Customers

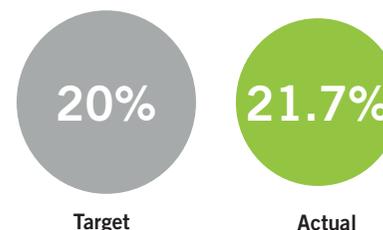


There were 21% more customers through the print shop this year compared to 2016 and is the highest number of visitors since records began. It can be put down to our professional approach following the refurbishment and also good customer feedback, currently running between 90% and 96% on a regular basis.

Operations

A sustainable, effective and efficient organisation

Online orders

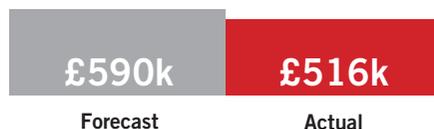


Although the number of orders is steadily increasing we are experiencing an increase in the number of abandoned on-line orders. This is being addressed based upon customer feedback.

Finance

Financial sustainability

Total Income



Although the turnover is down on forecast this is not seen as a problem as many projects are running later than anticipated.

People

Valuing and developing our staff

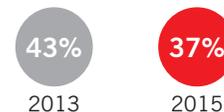
I feel valued by my manager



I'm able to access training when required



Poor performance dealt with effectively



I'd recommend my service to a friend

