

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 January 2018

Customer

Delivering an excellent customer experience

Number of Walk in Customers

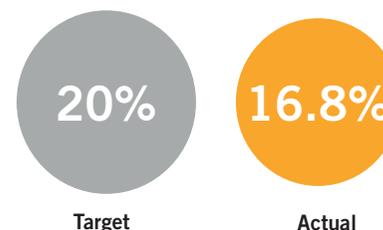


There were 9% more customers visiting the Print & Copy Bureau shop on Level 6 Roger Stevens Building, when compared to the same period last year, yet we are still achieving good customer feedback running at between 94% and 100% satisfaction on a weekly basis.

Operations

A sustainable, effective and efficient organisation

Online orders



A new charging system has been introduced to try and reduce the number of abandoned orders, the results of which should be evident in the coming months.

Finance

Financial sustainability

Total Income



Though slightly down of forecast we are just over 2% up on turnover when compared to the same time last year.

People

Valuing and developing our staff

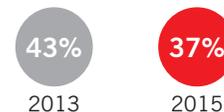
I feel valued by my manager



I'm able to access training when required



Poor performance dealt with effectively



I'd recommend my service to a friend

