**CULTURE OF SERVICE (COS) ACTION PLAN: Step 1 Blueprints**

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| **Activity** | **Due Date** | **Responsible Person** | **Deliverable** | **Progress** |
| * Communicate to organization what COS is and why it’s Important | Summer 2016 | Dean and HR/ODT Team | Announcement in Weekly Online News (WON) | Done |
| Communicate to organization:   * Benefits of feedback * Minimizing customer effort * Importance of standards |  |  |  |  |
| Identify/Communicate mission of organization | Libraries Strategic Plan "Delivering Success 2014-2917" | Strategic Planning Team | WON articles each month; series of Strategic Conversation & Coffee events; mission written on the wall outside admin suite; mission and values used as basis for customer service classes for staff and student employees. | Ongoing |
| Identify/Communicate Core Services of organization |  |  |  |  |
| Work with TAP Survey Team |  |  |  |  |
| Identify/Communicate Core Customers and our perception of their needs |  |  |  |  |
| Identify current customer feedback systems and what is needed |  |  |  |  |
| Identify Core Processes and Process Gaps impacting ability to meet customer needs fully |  |  |  |  |
| Communicate to Organization & Implement the Central Admin  Checklist Standards |  |  |  |  |
| Identify your own Organization COS Standards |  |  |  |  |

**CULTURE OF SERVICE ACTION PLAN: Step 2 Construction**

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| **Activity** | **Due Date** | **Responsible Person** | **Deliverable** | **Progress** |
| Discussion, events, motivation to ensure organization embraces COS and why it’s Important |  |  |  |  |
| Training on service concepts:   * Benefits of feedback * Minimizing perceived customer effort * Importance of standards |  |  |  |  |
| Training Plan for additional COS development needs |  |  |  |  |
| Gather customer input and verify where needs are not being met fully (TAP Survey, organization surveys, other tools) |  |  |  |  |
| Process redesign to close COS gaps, Communicate changes |  |  |  |  |
| For Central Administration Standards, Create systems for Metrics, Accountability and Recognition |  |  |  |  |
| Communicate Organization COS Standards, work to build Acceptance, Create systems for Metrics, Accountability and Recognition |  |  |  |  |

**CULTURE OF SERVICE ACTION PLAN: Step 3 Maintenance**

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| **Activity** | **Due Date** | **Responsible Person** | **Deliverable** | **Progress** |
| Embedded system for checking in on COS pain points and making course corrections |  |  |  |  |
| Onboarding on COS Standards |  |  |  |  |
| Refresher COS training |  |  |  |  |
| Ongoing Customer Feedback with course corrections as needed |  |  |  |  |
| Work across organizations to meet Customer Needs, Develop Partnership Agreements |  |  |  |  |
| Nurture Culture which encourages Input/Innovation |  |  |  |  |
| Ongoing COS Process Improvement |  |  |  |  |
| Adoption of additional Central Administration COS Standards |  |  |  |  |
| Ongoing Metrics, Accountability and Recognition systems – which are updated as needed |  |  |  |  |