

Service Excellence Action Plan for International Operations

Dimension	Action Step	Timeframe
Knowledge	Continuous PDP with Customer service focus and skill enhancement in line of specialty. Each IO employee adds one Learning Objective to their PDP in FY25 specifically to learn more about a UMB policy or procedure relevant to their role.	Annually
	Continue the Ad hoc Department updates, sharing what we are doing in the smaller units.	Ad hoc and ongoing
Communication	Develop IO service Charter that provides clear expectation on Turn-Around Time (e.g. Global Hub tickets).	One time/ Oct 2024
	Enhance the Ticketing System and include more customer engagement features (run a quick survey on customer satisfaction with the system).	One time/ July 2024
Process Improvement	Engage with customers for continuous process review to achieve simplicity and keep asking for feedback. Keep it Simple for users.	Ongoing
Attitude	Refresher customer service trainings or share short videos on positive attitude during the bi-weekly meeting.	Quartely/ Adhoc
	IO members look for useful You Tube or other online resources to share with the group.	Adhoc
	Share real life difficult customers experiences and how to handle them.	Adhoc
	IO holds one dept meeting per quarter dedicated to Service Excellence: sharing experiences, sharing things we've learned (e.g. policies), sharing resources we've found.	Adhoc