

Service Excellence Action Plan for Facilities and Operations - Office of Sustainability

Dimension	Action Step	Timeframe
Knowledge	Pick an area of A&F each month (at every other team meeting) and dive into what they do at the university. Information can be gleaned from their website, but can also reach out directly to request a brief presentation to us. While units within A&F will be prioritized, there are other administrative units (Vet Resources, Government Affairs, etc.) who will be part of this initiative.	Starting in Late July '24
Communication	Given high scores in this area, we will continue to do what we're currently doing. On the website version of our unit's action plan, put link to feedback form to allow for continuous feedback: <a href="https://forms.office.com/r/WQNDqPAKdX">https://forms.office.com/r/WQNDqPAKdX</a>	July '24
Process Improvement	Start putting the sustainability@umaryland.edu email address in the CC field when responding to emails in that inbox to ensure all members of the team can see which questions have been addressed already and which still need to be addressed.	Immediately
Attitude	Continue to propose alternatives to reach compromises with customers where applicable. In situations where there are no alternatives, explain clearly why and offer supporting resources (ex. legal requirements, legislatively-mandated targets, etc.)	Immediately
Ownership & Accountability	<p>Have information about what position within the Office of Sustainability does on our website to help clarify roles.</p> <p>Continue to use service recovery strategies and exercise them when dealing with customers whether in the field or over email.</p> <p>Encourage staff to share experiences with service recovery (both positive and negative) to learn what works well for various customers.</p>	Immediately