



澳門大學
UNIVERSIDADE DE MACAU

2018 Performance Pledge Report

I. Project Progress

Focus of 2018:

- a. Participating units regularly published the updated information about services to users, in order to enhance communication and publicity.
- b. Optimized working procedures aiming to provide higher quality, more efficient and convenient customer services.
- c. Regularly reviewed the Service Quality Indicators, with continuous modification based on the latest and actual status, in order to ensure effective compliance to the requirements.
- d. Continued to adopt "user-oriented" and "continual improvement" approaches, committed to improving the efficiency of the department, implementing items that meet users' needs and improving service quality.

II. Implementation and Evaluation of Services

1. With the aim of satisfying users' needs, constantly strive to raise service quality.
2. In total, 16 units participated the performance pledge project. The average compliance rate is over 98%, 1% slightly higher than year 2017. Aside from exceptional cases, most of the Service Quality Indicators reached the preset target compliance of 95% or above. For several services which did not meet the standard compliance, relevant PP units had analyzed the causes in detail, reflections and improvements were made to rectify the deficiencies.
3. The following evaluation mechanisms were deployed:
 - a. Intra-unit evaluation: Unit head and concerned staff members performed regular reviews, monitored the execution of pledged items, and evaluated its compliance based on the Service Quality Indicator. Meanwhile, users' feedbacks were collected (complaints, suggestions, research findings etc.), and necessary follow-ups and continuous improvement were carried out.



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- b. The PP Work group regularly inquired and evaluated each unit's execution of PP.
 - c. The Quality Management Workgroup evaluated overall progress of each unit.
4. Looked into users' needs, reviewed the current work processes, every pledged items and Service Quality Indicators, and considered adjusting the service items based on actual situation, in order to achieve better allocation of resources and higher users' satisfaction.
 5. Reviewed the PP work plans with each unit, revised their short-term and long-term work plans based on latest status, and establish more specific targets.
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Note: Data as at December 2018