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UNIVERSIDADE DE MACAU

2019 Performance Pledge Report

I. Project Progress

Focus of 2019:

- a. Participating units to regularly published the updated information about services to users, in order to enhance communication and publicity.
- b. Optimized working procedures with the aim 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. Participating units constantly strive to raise service quality with the aim of satisfying users' needs.
2. In 2019, a total of 16 units participated in the performance pledge project.¹ The average compliance rate was 99.5%, 0.7 percent point slightly higher than that of last year. 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 analyzed the causes in detail, reflections and improvements were or would be made to rectify the deficiencies.

¹ Data were updated as of December 2019



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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.
 - 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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