



澳門大學

UNIVERSIDADE DE MACAU

2003 Performance Pledge Report

1. Project Progress

- (i) Focus of this year:
 - The PP Project has been extended to all general offices of academic units.
 - General review of all pledged items to ensure conformity to SAFFP's PP requirements.
 - Persevere "client-oriented" essence and implement items that better suit our clients' needs.
- (ii) Update and review all pledged items in May 2003, and submit to SAFFP in June.
- (iii) FSH, FST, FLL and CPU have launched the PP Project in September. There were altogether 39 pledged items from these units.
- (iv) The new PP homepage and poster were introduced in September.
- (v) Two briefing sessions have been held with SAFFP on October 27. The new PP requirements and suggestions in implementing PP Project have been introduced and discussed. Around 120 colleagues attended the sessions.
- (vi) In order to comply with SAFFP's PP requirements, all PP units are requested to fill in a checklist of the PP requirements and follow up with any non-conformity to the requirements.

2. Implementation Status and Evaluation

- (i) There are altogether 151 pledged items among the 16 participating departments, most of them have 100% compliance to the pledged standards. For those not totally compliant to the standard, the reasons have been investigated and improvements being made.
- (ii) The evaluation mechanism of compliance to the pledged standards has been reviewed in August and submitted to SAFFP for comments.

- (iii) Evaluation mechanisms being used:
 - (a) Internal evaluation: Department Heads and corresponding colleagues will check the compliance status periodically, collect statistics and analyze the pledged items and feedbacks from users (including complaints, suggestions and survey results).
 - (b) The PP working group will meet and review on the compliance status periodically.
 - (c) The UMB, Quality Management Committee (QMC) and QMC Task Force will monitor and evaluate the overall progress of the project.
 - (d) The plans of the newly joint departments were submitted to SAFF for comments. Annual review meeting will be held with SAFF.

- (iv) A review meeting has been held with SAFF on October 13. The project progress and performance have been discussed, and very positive feedbacks have been received from SAFF.