UNIVERSIDADE DE MACAU

2006 Performance Pledge Report

I. Project Progress

1. Focus of 2006
   a. Strived to expand the service scope of Academic and Administrative units, 3 more administrative units had successfully launched their PP services at early 2006.
   b. Conducted an all-round review of the existing pledged services of each Performance Pledge (PP) unit to ensure conformity to the requirements.
   c. Continued to adopt the client-oriented approach: implemented services which best met the needs of clients.
2. All Faculties and CPU standardized their PP services to academic staff and students.
3. Standardized the PP home pages and leaflets.
4. Each unit continued to review their own progress efficiently by completing the PP requirements checklist.
5. Introduced a quarterly newsletter for information update and service promotion.
6. Conducted performance trend analysis for improvement of existing pledged services.

II. Implementation and Evaluation of Services

1. The pledged services of the 18 units over 200 in 2006 and the percentages of compliance for the majority of the items were almost 100. For the targets which were not fully met, the causes had been analysed and improvements were made to rectify the deficiencies.
2. The following evaluation mechanisms were maintained:
   a. Internal evaluation (intra-unit): The unit head and the staff members concerned performed regular reviews of their execution of PPs, conducted statistical analysis of their pledged services, and studied users' feedback including complaints, suggestions and user focus groups. Conducted performance trend analysis to identify the trend of improving/degrading performance in order to improve the existing pledged services or to solve performance problems.
   b. The PP working group regularly inquired into and evaluated each unit's execution of PPs.

c. The top management continued to monitor and evaluate the overall progress of the project through the Quality Management Task Force.

d. The User Satisfaction Survey serves as a scientific method of data collection and analysis which enables us to find out the user's needs and level of satisfaction. The survey for 2005 was conducted at the end of 2005. Each unit had devised and successfully implemented the improvement plan based on the result.

e. The PP annual report was submitted to Macau Government department for comments.