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UNIVERSIDADE DE MACAU

## 2010 Performance Pledge Report

### I. Project Progress

#### 1. Focus of 2010

- a. 2 newsletters on work progress were issued, with the aim to distribute information updates and to create promotional effect to users.
- b. Conducted an all-round review and monitoring on the implementation and compliance of the existing pledged services of each Performance Pledge (PP) unit. Carried out revision in accordance with the most updated and actual PP implementation, in a way to ascertain service quality and pledge fulfillment.
- c. In order to meet the requirements of users and enhance their satisfaction, continued to study the possibility of adding more Service Quality Indicators and optimizing the service workflows.
- d. Continued to adopt user-oriented approach and continual improvement, identified room for enhancement and devoted to achieve excellence in service.

2. Review the PP Vision, Mission and Beliefs. Revise and define the plan of PP services for both short term and long term target in consistent with the continuous development of the university.

3. To be well prepared for the implementation of new service indicators for the coming year.

### II. Implementation and Evaluation of Services

1. Nearly 90% of the PP service indicators reached the 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 and improvements were made to rectify the deficiencies.



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2. In year 2010, a total of 16 Service Quality Indicators was added and 4 were revised. Compared with last year, the compliance percentages of a majority of services increased or maintained 100% as in last year. The average compliance of all the pledged services in 2010 was 98.7%.
  
3. The following evaluation mechanisms were deployed:
  - a. Internal evaluation (intra-unit): Unit head and concerned staff members performed regular reviews on the execution of PP, collected relevant information and conducted statistical analysis of their pledged services. Studied users' feedbacks including complaints, suggestions and through user focus groups. Conducted performance trend analysis to identify the compliance trend so as to continually improve the existing pledged services and to enhance the service quality.
  
  - b. The PP Workgroup regularly inquired and evaluated each unit's execution of PP.
  
  - c. The top management continued to monitor and evaluate the overall progress of the project through the Quality Management System Workgroup.
  
  - d. Set up a dedicated email address for receiving valuable comments from users and thereby better understand their needs.
  
4. We received a total of 16 suggestions and complaints in year 2010. All complaints were handled and followed up. Among the suggestions and complaints received, 1 related to procedure, 2 related to personnel, 2 related to campus facilities, 1 related to noise, 1 related to air quality, and 9 related to other issues.