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UNIVERSIDADE DE MACAU

2011 Performance Pledge Report

I. Project Progress

1. Focus of 2011:
 - a. 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 to ascertain service quality and pledge fulfillment.
 - b. In order to meet the actual requirements of users and enhance their satisfaction, several Service Quality Indicators were added and deleted. The handling time of some services was also shortened and the service workflows were continually optimized.
 - c. Recomposed the PP Workgroup with the aim to promote exchange and communication within Workgroup members and to allow workflow optimization.
 - d. Continued to adopt user-oriented approach and continual improvement, identified room for enhancement and devoted to achieve excellence in service.
2. Reviewed the PP Vision, Mission and Beliefs. Revised and defined 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 Quality Indicators for the coming year.

II. Implementation and Evaluation of Services

1. Until August of 2011, over 90% of the PP Service Quality 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



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made to rectify the deficiencies.

2. In 2011, 1 Service Quality Indicator was added and 7 were revised. Compared with last year, the compliance percentages of a majority of services increased or maintained 100%. The average compliance of all the pledged services in 2011 was 98.8%.
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 and carried out 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 assistance of colleagues in charge of the University's Quality Management.
 - d. The "User Satisfaction Survey" serves as a scientific method of data collection and analysis which enable us to find out the users' needs and level of satisfaction. The results of the "2011 User Satisfaction Survey" have been announced. Each unit would devise the improvement plan accordingly.
 - e. Set up a dedicated email address for receiving valuable comments from users and thereby better understand their needs.
4. We received a total of 15 suggestions and complaints in 2011. All complaints were handled and followed up. Among the suggestions and complaints received, 5 related to procedure, 3 related to personnel, 1 related to campus facilities, 3 related to noise and the last 3 related to other issues.

Note: Data as of August 2011.