

OVERVIEW



- About ACU
- Service excellence goal and journey to date.
- Creating an ACU service culture
- Challenges and learnings.

ABOUT ACU



BRISBANE

NORTH SYDNEY

STRATHFIELD

CANBERRA

MELBOURNE

ADELAIDE

BALLARAT



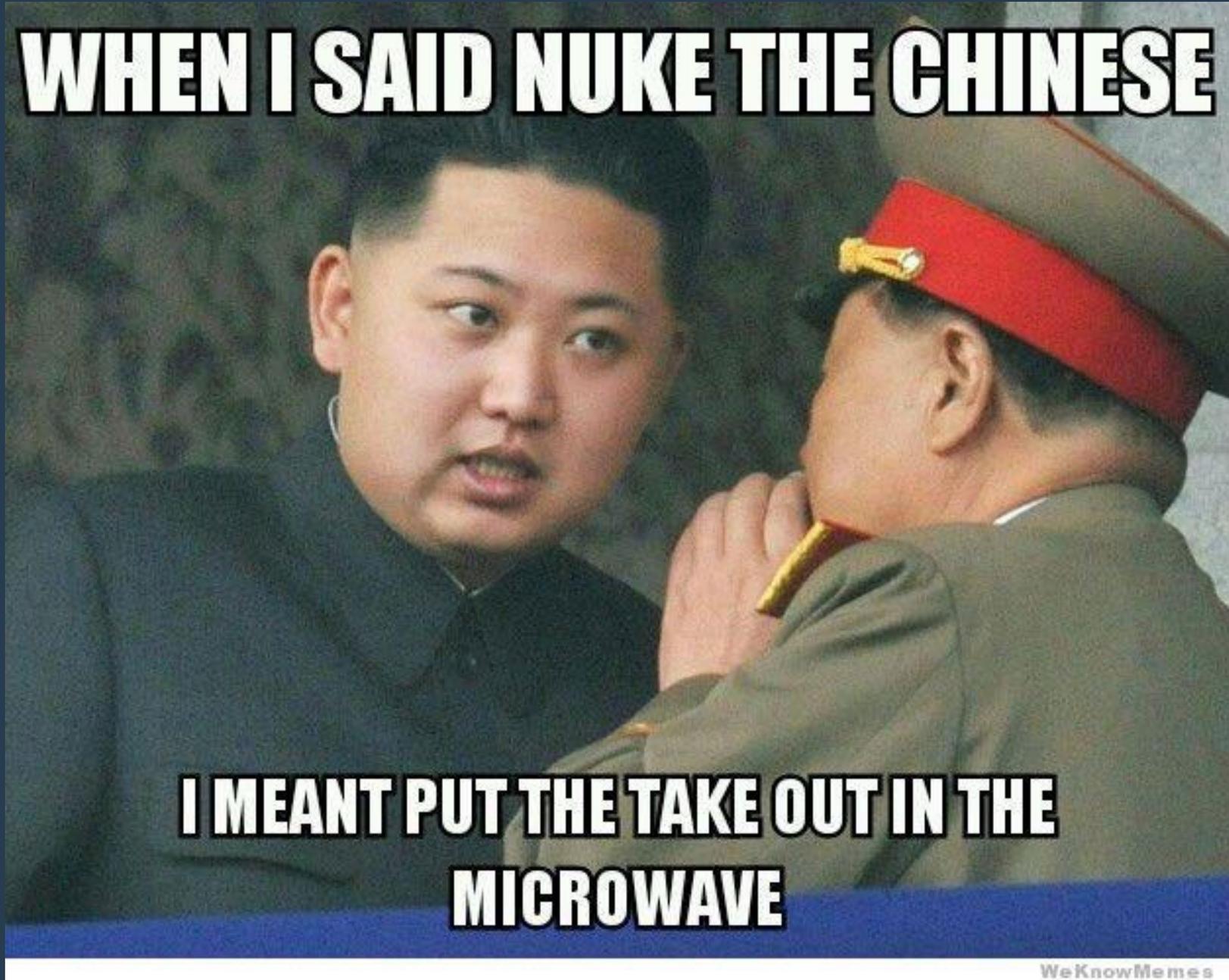
Opened September 2015
ROME, ITALY

CONTEXT



- The Service Matters Framework
 - a commitment to service excellence goal.
- How do you secure commitment to service excellence goal?
 - engage staff and GROW a service culture.
- It is not easy – an organic process involving engagement of people.

WHEN I SAID NUKE THE CHINESE



**I MEANT PUT THE TAKE OUT IN THE
MICROWAVE**

1. COMMON UNDERSTANDING



- Embedded in the ACU Strategic Plan 2015-2020
- Clear goal and strategy with common language
- Service principles
- Clear roles and responsibilities
- Strong sponsorship & communication



2. GROWING OUR PEOPLE



- Job design
- Induction
- Organisational and individual planning
- Professional development
- University preferred process improvement methodology





3. EVIDENCE AND PERFORMANCE MEASUREMENT



- Multi-service staff surveys
- Individual & group feedback methods
- Service Improvement Program
- Service Standards





5. DEDICATED TEAM



- Neutral, university-wide resource
- Consultative & facilitative approach
- Enterprise view
- Strategic alignment
- Multi-skilled
- Modelling
- Critical friend

Building planes ...



6. REWARD & RECOGNITION



- VC Service Excellence Awards
- Communicating projects and good practices
- On-line resources
- Encouragement of Innovation

CHALLENGES

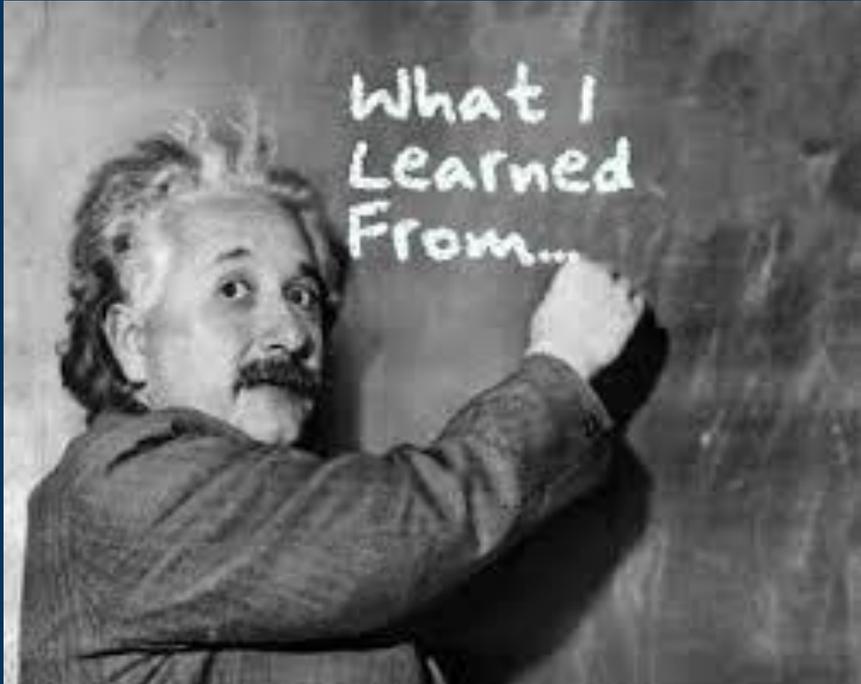


1. Disruption to 'business as usual'
2. Raised expectations
3. Priority overload
4. Turf wars
5. Legacies
6. Shifting mindsets





LEARNINGS



- Common understanding - consistent language.
- Simple goal - repeated often (i.e. service excellence).
- Strong executive support.
- Good service data.
- Practical tools – introduced quickly.
- Patience and perseverance!







QUESTIONS?

