

IUPUI

SERVICE WITH DISTINCTION

**INDIANA UNIVERSITY–PURDUE UNIVERSITY
INDIANAPOLIS**

**STAFF COUNCIL
JANUARY 19, 2011**



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- ▣ What is it?
 - *A Way of Doing Business*



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- ▣ What is the driving force behind this initiative?
 - Competitive Advantage



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Service is at the core of everything we do. Every day and with every interaction people are valued and understood, reinforcing the choice to be at IUPUI.

Service Standards

Ownership/Accountability
Knowledge/Spirit of Excellence
Courtesy
Engaging
Initiative
Respectfulness
Communication
Consistency

The definition and standards are derived from involvement and input from representatives throughout the IUPUI community.

Approved by Cabinet: August 18, 2010



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Top Barriers to Delivering Service with Distinction

1. **Lack of Training**
2. **Policy Implementation and Application**
3. **Lack of Resources**
4. **No Employee Empowerment**
5. **Little Communication, Information Sharing, and Referrals**
6. **Lack of Faculty Buy-In and Support**
7. **Lack of Leadership by Example**
8. **Too Little Appreciation, Recognition, and Performance Management**
9. **Disengagement and Low Morale**

Roles

- ▣ Leadership
 - Responsible for creating the environment
 - Hold yourself and unit accountable to service standards.
- ▣ Staff
 - Responsible for Living SwD
 - Hold yourself accountable to the service standards.



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▣ Phase One units:

- Campus Budget Office
- Campus Center
- Campus Facilities Services Campus Center Operation
- Honors College
- IUPUI Food Service
- School of Physical Education and Tourism Management,
- School of Dentistry clinics
- University Library

Implementation will be unique to each unit but outcome will be consistent across IUPUI!

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▣ Questions or Comments?