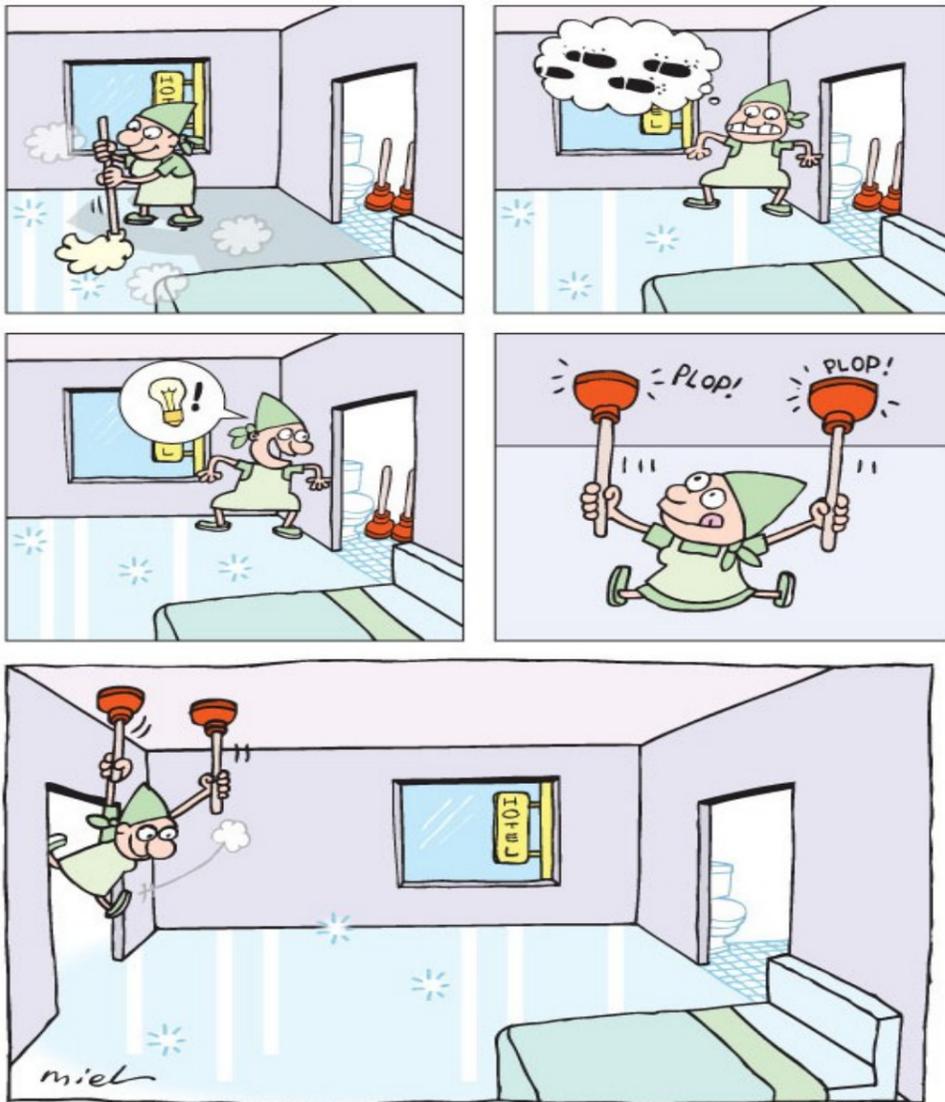




TGIF!

Thank Goodness It's Friday :)



MY FELLOW EMPLOYEES ARE COMMITTED TO DOING QUALITY WORK

This theme measures the degree to which employees feel their team is committed to quality. This includes keen awareness of work standards and of group members' performances. However, adherence to high standards cannot be forced; it must be developed and arranged by a talented leader. The best leaders foster in their teams an environment of honest and complete communication, an understanding of each other's work and respect for each other's efforts and results.¹

"A large part of doing quality work is the ability to deliver on our promises."

NIE recognizes employees who have provided high level of quality service to fellow staff, students and external customers by honouring them with the Excellence in Service Award. One of the past recipients was Mr Lee Hon Wai, an Associate ICT Engineer from the Centre for User Support (CUS). Hon Wai shared that his work involves maintaining some of the systems provided by the Computer Services Centre, and helping NIE staff troubleshoot computer or network issues. "I think the most significant factor that helped me win the award was the readiness to assist the customer and never turning them down. Me and my colleagues practise the 'no wrong door policy'." Hon Wai feels that team work and support is also an important element to giving quality service. He is also grateful for the training opportunities that have kept him up-to-date with the latest advances in technology, enabling him to serve his customers better.

Hon Wai added that "a large part of doing quality work is the ability to deliver on our promises". For instance, CUS' service standards require staff to solve IT-related issues within 4 hours. If a request for assistance is received through the Service Desk, staff must call back in 5-10 minutes even if only to inform the requester that the problem is being looked into.

Nothing shows commitment to quality more than having standards published in the public domain. This and the desire to permeate a quality culture was what prompted the Strategic Planning and Corporate Services (SPCS) to produce a Quality Manual, which can be downloaded from the Staff Portal. The Quality Manual includes the Department Charter, policies and procedures under its purview, key work processes and checklists. The Department Charter in particular, articulates the department's vision, mission, core values and service standards, which are anchored on professionalism, collegiality, integrity, fairness and openness to change. The Manual reflects the team's commitment to delivering quality work and shines as a beacon in guiding their interactions, both at a professional and personal level, within and beyond NIE.

Adherence to high standards cannot be forced; it must be developed and arranged by a talented leader.

Lee Hon Wai (right), with two of his colleagues from CUS



¹Wagner, R. and Harter, J. (2006) 12: The Elements of Great Managing. New Jersey. Gallup