

2017 California Higher Education Collaborative Conference

Problem Solve Your Way to Service Excellence (Part 1)

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"We are what we repeatedly do. Excellence, therefore, is not an act, but a habit."

– Aristotle

Tomika Coates

25+ Years Implementing Change and Continuous Improvement Initiatives

Medical Device/Pharma, Banking, Gaming, RV/Housing, & Education

Certified HR/Compensation Consultant

UCR Organizational Excellence Ambassador & Lean Facilitator

Shared Services and Activity Based Costing Practitioner

Network for Change and Continuous Innovation (NCCI) Board Member

Objectives

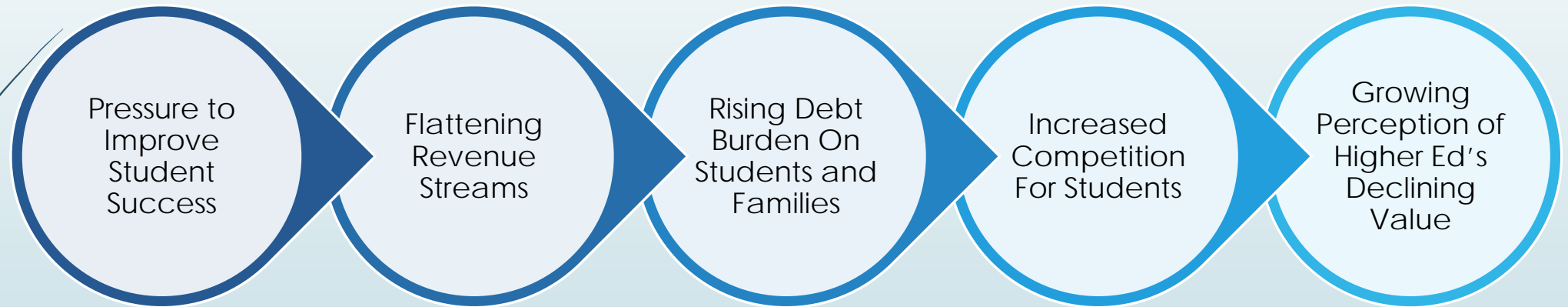
Identify Common
Challenges
Impacting Higher
Education

Understand the
Benefits of Service
Excellence in Higher
Education

Apply Scientific
Thinking to Solve
Problems

The Case for Change

Common Challenges Impacting Higher Education



Benefits of Change

The Results of Service Excellence

Enhanced
Reputation
for Success

Increased
Client
(Student)
Satisfaction

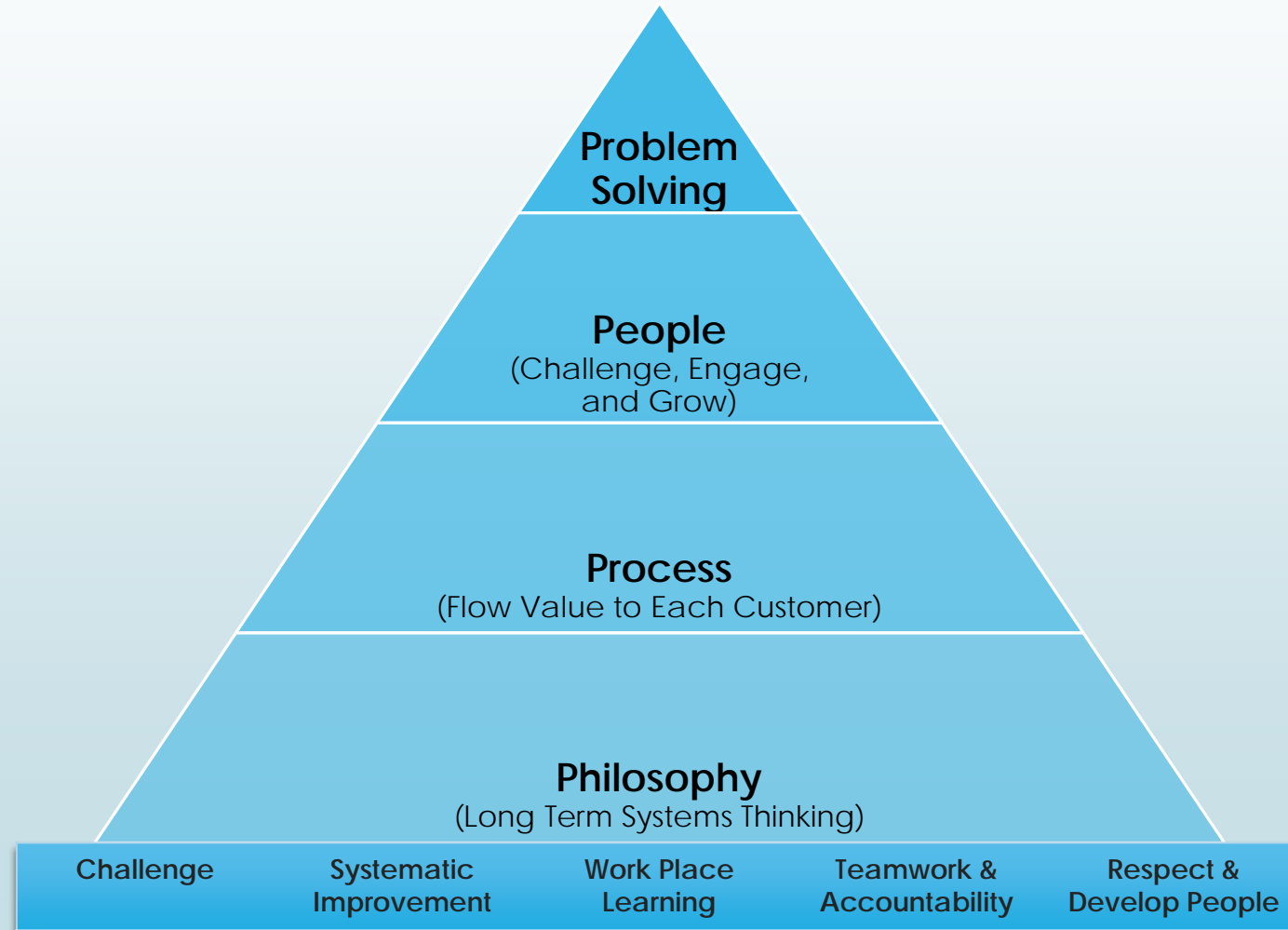
Engaged
and
Motivated
Workforce

Improved
Operational
Efficiencies

Greater
Return on
Investment

Getting Started

Building a Service Focused Organization
Liker's 4P Model



Example

How to Problem Solve Your Way to Service Excellence

- What is the ideal or perfect state of the service from the client's perspective?

Ideal State



- What is the current state of the service? How is the service performing?

Current State



- What is the gap between the value expected vs delivered to the client?

Gap or Problem



- How do we get closer to the ideal or perfect state?

Stretch Targets



- What is/are the underlying reason(s) for poor performance?

Root Cause



- What can we do to reduce the performance gap? Are these actions effective?

Counter Measures



- Is performance moving towards the desired result? What adjustments are required?

Monitor



- What is working that should be standardized throughout the organization?

Standardize



Practice

Group Problem Solving Exercise

Observation

- John is often late to work

Impact

- John is not available to serve his assigned clients

Action

- Apply scientific thinking to solve John's tardiness problem

Wrap Up

Questions and Reflections

