

Engaging staff in CSE

University of
Huddersfield
Inspiring tomorrow's professionals



THE AWARDS
WINNER
2011, 2012, 2013, 2015, 2016

2013
THE AWARDS
AWARD WINNER
UNIVERSITY OF THE YEAR



- Customer Service Excellence Standard
- A presentation for Library CSE Network Group



- The success of this project relies entirely on a team effort from all members of Financial Services; the steering committee's role is to get everyone within their areas involved
- We can only be successful if all Staff participate in getting the Customer Excellence Standard.

Communication

“The most important trait of influential people is their ability to communicate effectively”

A key skill to success in life is good communication. In order to convey the CSE message both to our staff and customers we must be good communicators.

CSE equips us with the toolkit to enable this to happen. It is not a rule book but a handy aide memoire of tips and hints to become proficient in CSE.

Continuous Improvement

- In CSE there has got to be a genuine willingness to continually improve the service offered to customers that we deal with on a day to day basis
- This is the key to CSE- continuous improvement.
- What does continuous improvement look like?
- There are no hard and fast rules or even exams to pass. for continuous improvement the willingness must come from within the individual and the team. This willingness will show improvement in different ways depending on what areas are been improved upon. This could be reflected in more efficient and effective ways of working or to an improvement in service to our customers-ideally both.
- Remember patience is a virtue-sometimes improvements are not always instantaneous.

Customers

- Customers come in all shapes and sizes, some direct and some indirect. The indirect are sometimes more tricky than those more obvious to us.
- Engage the customer base in solutions to problems
- Do not work in isolation when looking for solutions. Involve colleagues and customers-as many as is necessary to achieve the outcome.
- Encourage teamwork-don't look at problems/solutions in isolation. CSE is about teamwork, there is no "I" in team, there is a me but this should seldom surface in a team environment.
- Remember we do and will have to say NO sometimes to customers but please ensure you explain fully why you have had to do this! Try to make a positive out of a negative!

Staff Engagement

- So having identified the 3 most important factors-Communication, continuous improvement and Customers, how do we set about engaging staff to deliver continuous improvement to our customers ?
- How do we communicate this message and the improvement to ourselves as well as our customers?
- How do we engage ALL staff in these activities?

Engaging staff

- Provide upfront , clear, accurate , comprehensive, unambiguous information
- Explain the aims of the project. It is not about pleasing the managers or flavour of the month or a piece of paper on the wall. CSE is here to stay so get used to it!
- Yes there will be sceptics, win them over
- TELL THEM that it can lead to career progression and brings job satisfaction- it looks good on CV's
- Develop Staff as team players and improve their skill sets
- CSE is not a rule book or a tick box exercise but a series of tips and hints to help you engage positively with your customers and improve your services.
- It's free to take part and is a great way to get to know your colleagues and your customers; ice breaker

- It recognises we all have different skill sets to bring to the party and learn from each other
- Customer Service is fun and we all want to do it not just for the benefit of the customer, the service, the University, but also us as individuals.
- Part of customer service is to say no. We cannot be expected or able to say yes to everything, but be prepared to explain why we have to say no!
- A strong team is a happy team and you will reap the rewards of CSE if you ALL engage in its aims, to drive customer focused change within the University for the betterment of all.
- Be positive. It might do you some good and is great for morale; don't knock it while you try it!

Finance's roll of honour since adopting CSE:-

Outstanding Finance Team of the year 2014 Times Awards Highly Commended

Outstanding Finance Team of the year 2015 Times Awards Winner

Outstanding Procurement Team of the year Government Awards Finalist

Outstanding Procurement Team of the year 2015 Times Awards Shortlisted

Procurement Maturity Assessment 2016 Superior Level (one of only 3 Universities in the country to reach this standard)

Business Finance Awards 2016 Finance Team of the Year Public and Voluntary sector- Highly Commended

Business and Finance Awards 2016 UK FD of the year winner

Staff have been promoted as a result of their direct involvement with CSE

The motivator and the backbone to our success is CSE

2014 First assessment failed

2014 (6 weeks later) CSE Achieved with 5 partial compliances

2015 CSE Achieved fully compliant and 1 compliance plus

2016 CSE Achieved fully compliant and 4 compliance pluses

2017 ?

In conclusion was it worth the effort?



- CSE Agenda for 2017:-
- We now have a cloud repository for Evidence.
- We would like to think after assessment we can improve from 4 compliance pluses to 10 this year.
- We want each area of Finance to set up customer groups this could be 2 or more people and improve on some part of our service.
- This should then be related back to one or more of the criteria in the 5 areas of assessment.
- We expect each member to produce evidence on going and add it to our repository.
- The Open Day is very important and critical to our CSE excellence, I want us all and our respective colleagues to buy into this and the significance it has for Finance and the wider University.
- We want to see work plans and deposits in the repository on a monthly basis and group meetings have been set up for every month from now until our assessment in July.
- Resurrection of Thompsons Tours-interactivity with customer base