



# Quality Improvement Newsletter

## Improving Quality & Customer Service through Teamwork

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### Summer Social Big Hit with Admin. Services Employees

A Summer Social was held for all Administrative Services employees and their partners during August. The social was held at Wolf Creek Resort. Activities included volleyball, horseshoes, and Bingo. A barbequed chicken dinner highlighted the evening.

"We're going to make this summer activity an annual event for Administrative Services employees," stated Allen Simkins during the evening. He also thanked employees for their hard work during the past year.

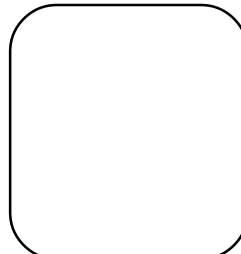
Thirty-five prizes were given away during the evening. Some of the winners:

- ◆ Two-night stay at Wendover with golf for two -- Carla Taylor
- ◆ Cash prizes -- Jim Thurgood (\$50), Rick Wade (\$20)
- ◆ Two season football tickets -- Jesse Ogden, Roxann King
- ◆ Two season basketball tickets -- Lee Petersen, Nancy Weir
- ◆ Golf clubs -- Todd Hutchinson, LeRoy Montano, Gary Hidden, Pam Smith
- ◆ Gift certificates -- Penney Pack, L. J. Brewer, Pat Frost, Lyman Houston

Several of the prizes were donated by Athletics, the Bookstore, the Silver Smith Hotel and Casino, and Allen Simkins. Next year's Summer Social will be held the first week in August. ■

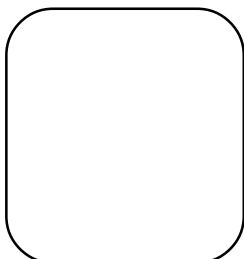
### Council Members' Roles Refined

Janet Villarruel has been a member of the Quality Council for several years. Her role, which was recently refined, is to represent Administrative Services employees on the Council. Janet will specifically provide the perspective of classified staff. Give her a call at extension 6004 with any input.



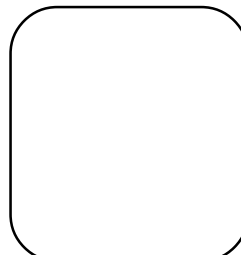
Villarruel -- Staff rep.

Several weeks ago, Steven Rackley was asked to represent the Athletics Department on the Quality Council. In that capacity, Steve will help set the direction of the Total Quality efforts within the Division and help to implement the Quality initiative in Athletics.



Rackley -- Athletics rep.

Kathleen Miller has also been a member of the Quality Council for several years. Her role is to represent our campus customers -- the colleges and other departments for which Administrative Services provides products or services. Kathleen has also assumed the role of "Devil's Advocate" and routinely questions initiatives.



Miller -- Customer rep.

#### Tool of the Month

#### Customer Interviews

**Purpose:** To obtain customer feedback on products or services.

**Description:** A Customer Interview is a method used to elicit information on customer satisfaction, unmet customer needs, and customer expectations. The information gained can be used in product, service, or process improvement.

#### Procedure:

1. Use existing data to identify areas in which more customer input is needed.
2. Design interview questions to obtain needed information. For instance, is customer satisfaction or dissatisfaction related to:
  - ✓ Accessibility of product or service
  - ✓ Quality of product or service
  - ✓ Courtesy or friendliness of employee providing product or service
  - ✓ Cost of product or service
  - ✓ Speed of response
3. Solicit responses from customers through direct contact.
4. Collate and analyze responses with a clear focus on improving customer satisfaction.



**Application:** Customer Interviews can be used to understand the customer and thus focus the efforts of the organization. The results can also identify tasks that add no value for the customer.

# Team Set Up to Pursue More Frequent Pay Schedule for Hourly Employees

**Question:** What's harder than eating soup with a fork?

**Answer:** Trying to budget a single paycheck for a whole month.

That's what Weber State University hourly employees have been doing for years -- and they would like to see the system changed. Accounting Services has heard about these hourly payroll concerns from the Custodial Round Table Committee, through various verbal and written comments, and most recently from the Quality Discussions.

So, a team has been established to evaluate alternatives for implementing a more frequent hourly payroll. The team will select the most appropriate alternative and then develop an implementation plan. The plan will address:

- The required resources to implement the change
- The necessary procedural changes in the Payroll Office and in campus departments
- The necessary programming changes in the HRS system
- The suggested communications to the campus outlining the change
- An implementation date and time schedule to implement the change

The team hopes to have the best method defined and an implementation plan ready for review by the end of November.

The plan, including required resources to implement the change, will probably be submitted to President's Council for review and funding consideration. After review, the plan will be implemented by the Payroll Office.

"Since I transferred to the Accounting Services Department four years ago," commented



*This team will evaluate alternatives for implementing a more frequent hourly payroll. -- Left to right, top: Pam Fritch, Kathleen Miller, Andrea Gibson, Jolene Frazier, Lisa Allen-Hogensen; bottom: Steve Nabor, Ron Finch, Ben Read. Not pictured: Tamara Agee.*

Steve Nabor, "it has always been disconcerting that the University has paid hourly employees only once a month. With the recent efficiency enhancements that the Payroll Office has implemented, such as direct deposit and combining payrolls, we finally have an opportunity to pursue a more frequent hourly payroll. I feel establishing a team comprised of process owners and key customers is the best approach in making this a reality."

The team is comprised of members from several different areas.

- Ben Read, team leader, Payroll Office
- Tamara Agee, Physical Plant
- Lisa Allen-Hogensen, Campus Police
- Ron Finch, Computing Services
- Jolene Frazier, Student Services
- Pam Fritch, Payroll Office
- Andrea Gibson, Student
- Steve Nabor, mentor, Accounting Services
- Kathleen Miller, facilitator, Internal Audit

Thanks to input from a variety of sources, Accounting Services has decided to implement a more frequent hourly payroll system. The Hourly Payroll Team will be the vehicle to evaluate alternatives and develop an implementation plan to make this new system a reality. ■

**Quality Improvement Newsletter**

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Quality Support Office  
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Please direct newsworthy items or questions to  
Cherrie Nelson, mail code 1006,  
or call extension 7496.*

### Don't forget!

September Topical Meeting:

**"Providing Great Customer Service," Part I**

9 - 10:30 a.m., Thursday, 28 September, Rich Lounge, DEC  
Register by 26 September by calling Janet at ext. 6004