Dear Employees of Administrative Services,

As you know, we are in the process of delivering an awareness workshop to all Administrative Services employees on Quality. We appreciate you making the effort to participate in this workshop. I also want to thank the Quality Council Sub-Team on Training for the many hours invested in preparing and delivering the workshop. The workshop is designed to provide you a basic understanding of Total Quality Management and how these concepts, principles, and tools have been so instrumental in revitalizing the competitiveness of American industry in a global, fiercely competitive, and rapidly changing economy. Our own world is changing daily at a faster and faster rate. Old methods of management and traditional ways of doing our work won’t sustain us in this world of rapid change.

TQM principles are rapidly being applied with comparable success in government and other public, non-profit service sectors of the economy, including Higher Education. As you know, we have been studying and applying these concepts in Administrative Services through the work of the Quality Council the past couple of years. Our experience with quality improvement has been very positive. Our experience to date leads us to believe that Total Quality will not only help us improve the quality of our services, but also the enjoyment of our work.

You will learn much in these introductory workshops, but there is much more to learn. We will provide additional training opportunities, but I encourage you to study and learn on your own as well. Our Quality Support Office can help you with learning materials. You will find these concepts and tools to be useful in your personal lives as well as here at work.

The Quality Awareness Workshops reflect our desire to implement Total Quality more intensively throughout the Division. We believe we are now in a position in the Division to provide the training and other support to enable the entire Division to begin to get involved. Some of the fundamental concepts of Total Quality include:

- Doing much more of our daily work through highly trained teams
- More focus on processes instead of individual tasks and functions
- The measurement and constant tracking of key performance indicators
- The removal of barriers that impede communication, teamwork, and quality service
- Higher levels of employee empowerment and involvement in the daily management and operation of the Division
- The constant pursuit of higher and higher levels of customer satisfaction through quality improvement

You will be given opportunities in the future to get involved in various ways in the implementation of Total Quality throughout the Division. I invite you to take advantage of these opportunities and solicit your ideas and involvement in our implementation efforts.

Thanks for helping us with this important initiative,

(signature)
Dee Events Center Moves Toward Greater Customer Focus

If you've attended functions at the Dee Events Center recently, you probably noticed a number of changes. The ushers wear sporty sweaters for university athletic events and the ushers do more than ushering.

Under the direction of a new management team, the Dee Events Center (DEC) has redefined itself and is in the process of placing more emphasis on customer satisfaction. The new direction was encouraged by the Strategic Planning effort.

"We were given the challenge to question everything we do," explains Jody Lake, manager of the center. "Along with the challenge came the freedom to make changes."

The new management team, made up of Lake, Lee Cassity, Randy Nelson, Terry Shaw and Rick Wade of the Physical Plant Department, benchmarked with other special event centers in and out of the state. They identified ways to improve numerous facility processes. Some improvements include:

- Changed ushers’ athletic event uniform to sweater with a Wildcat and facility logo -- Provides warmer and sportier look to event center guests.
- Hold brief staff meeting before event -- Reinforces guest service policy and overviews specific event details.
- Established team leaders -- Reduced the time it takes to respond to guest complaints or event problems.
- Increased usher involvement with guests -- Provides friendly atmosphere (ushers often hand out half-time statistics and occasionally give small, plastic basketballs to children).
- Recognize ushers for outstanding efforts -- Acknowledges efforts and reinforces customer focus.
-实现了新布景和地板覆盖系统 -- 节省了大量用于设置活动的时间。

Because of these efforts, the center has been able to attract sponsors to promote events at the facility. A recent Chris Ledoux concert was a success for the sponsor, the university, and the community.

In addition, the Utah Jazz held a pre-season game at the center last fall. Jazz management were so impressed with the community and facility support, they have expressed an interest to return next season.

"It has been a real pleasure to observe the enthusiasm and desire of the Dee Center team to improve service to their customers," says Craige Hall, Facilities Services. "They have worked very hard and successfully implemented a number of positive changes. If you have suggestions, please don't hesitate to call any of the team members as they continue to strive to improve the center."

Yes, things are a little different at the Dee Events Center -- thanks to the efforts of a lot of people working together to better serve the customer.

What would be an ideal Valentine's Day?

- Denis Kirby, Physical Plant: "Good wine, fine meal and nice surroundings -- a nice bed and breakfast or something like that."
- Laurie Culbertson, Physical Plant: "A day on the ski slopes with my family, followed by a cozy candlelight dinner for two and a game of Scrabble by the fire."
- Ron Curtis, Physical Plant: "For everyone in the world to have peace and understanding -- not fighting and killing."
- Charlotte Davis, Physical Plant: "A day off to spend with my family."
- Harry Green, Physical Plant: "Roses, a nice dinner at Little America, dance until midnight . . . "
- John Hall, Physical Plant: "Spend the day on the beach in Hawaii."
- Jim Thurgood, Physical Plant: "It would be about 800 miles from here, sitting on the beach, drinking a marguerita."
- Steve Kerr, Budget and Institutional Research: "Having my wife send me a dozen red roses and dinner at a four-star restaurant in Paris.
- Brian Shuppy, Budget and Institutional Research: "Fly to St. Thomas, then boat to St. John's and stay at the Hyatt Hotel for the rest of my life."
- Karren Schick, Administration: "Make Valentine cookies with my children and grandchildren."
- Steve Rackley, Athletics: "Fly to Carmel, have a romantic dinner at Pine Inn, stay at Pebble Beach Lodge and go for a walk on the beach."