



Australian
National
University

Service Improvement Group **Service Charter**

July 2013

Service Charter – Service Improvement Group

This Service Charter aims to set out the standards of service you can expect from our staff when contacting any member of the Service Improvement Group.

Who we are?

The Service Improvement Program

The Service Improvement Program is a centrally governed and coordinated approach to service improvement. The Program focuses on promoting and driving change through core strategic projects aimed at:

Access	customers can access services at the right time and right place and in a manner that suits them
Effectiveness	effective service delivery outcomes for ANU
Efficiency	streamlining and simplifying processes and structures
Clarity	clear lines of responsibility and ownership – less duplication, clear purpose
Integration	enterprise wide processes, systems and services that align and integrate
Capability	empowering continuous improvement in service delivery and support
Innovation	recognising, advocating, sharing and fostering innovation

The Service Improvement Group

The Service Improvement Group is responsible for the management of the Service Improvement Program. We partner with areas of the University to:

Identify	identify and support initiatives that deliver efficiencies
Connect	bring together areas to reduce duplication and leverage resources
Challenge	provide independent challenge to projects to achieve best results
Simplify	overcome barriers by simplifying complex problems
Measure	provide frameworks to monitor, measure and report on benefits of activity
Share	share knowledge of successes and key learning's to continuously improve
Compare	understanding our own service performance and learning from other Universities

Our Commitment

We are committed to providing a professional and responsive service in our dealings with students, staff and clients from within and external to, the University.

We will perform our work within the policy framework of the ANU Code of Conduct:

- Respect for the Law and University Governance
- Fair Treatment of People
- Personal and Professional Behaviour
- Exercising Care and Diligence in Employment.

Our Service Standards

We aim to provide a high level of service by ensuring we:

- respond to email queries within one working day
- treat callers with courtesy and respect
- are honest and ethical in all our dealings with you
- provide timely and relevant information
- provide a consistent, high quality of service
- adhere to University policies and procedures.

Our Service Approach

We want our customers and stakeholders involved in sharing their views, opinions and expertise to help shape and continuously improve our service. We will be responsive to the needs of our customers and aim to find solutions that work. We will also keep our customers and stakeholders up to date by providing accessible, timely and relevant information.

Key service principles:

Inclusive – recognise, understand, involve

Open dialogue – opportunities for two way communication

Collaborative – mutually beneficial outcomes.

Transparent – defined and agreed information flow processes

Relevant –focus on issues of relevance

Timely and responsive – respond in a timely manner

Accessible – information and contact points made available through multiple channels.

Compliments and Complaints

To help us to continuously improve our service we encourage you to provide compliments or complaints about our services. All feedback will be treated confidentially and should be forwarded to: director.sig@anu.edu.au or 6125 4785.

We will acknowledge your complaint within one working day and will respond formally within two working days.

Contact us

Our team is available from Monday to Friday from 8am to 5pm. We are located at:

Office of the Vice-Chancellor

[Building 10T1](#), CHELT/RSDC Bldg

The Australian National University ACT 0200

02 6125 7159

director.sig@anu.edu.au

