

Dear Colleagues,

Ten years ago we initiated a **Service Excellence Program** that has been a guiding force for the entire University Services division. Today the program is well known throughout UB, and it is praised often by faculty for its positive impact on the quality of customer service we offer and for the improved planning it has generated.

Thank you for your personal efforts to make the Service Excellence program such a success in the eyes of our academic and administrative colleagues. Your commitment to Service Excellence has been evident in both day-to-day operations and long-term changes and improvements. You have made it work.



The future brings new challenges to our university—revenue generation, student recruitment and retention, sponsored program growth, to name a few. If we are to ensure that UB retains its place as a premier public research university and that it enhances its reputation, we must continue to develop new and innovative programs, as well as maintain our focus on the fundamental goals of Service Excellence. I look forward to working with you to meet these challenges and capitalize on the opportunities they present.

One of the most visible measures of our progress over the past decade is the quality of the initiatives that are chosen for Service Excellence awards. Since the awards were first given, the quality, complexity, breadth, and impact of these initiatives have increased, and the collaboration among units has seen remarkable growth. The programs being recognized this year continue to build on that pattern of improvement.

Congratulations and best wishes to all staff members who are being recognized this year, and to the hundreds whose contributions have been similarly recognized over the past ten years.

A handwritten signature in black ink, appearing to read "Robert J. Wagner". The signature is stylized and includes a long horizontal line extending to the right.

Robert J. Wagner
Senior Vice President

assembly history

A Decade of Quality Improvement: Service Excellence Awards 1989–1998

Some forty-one projects were recognized for excellence in the first ten years of the Service Excellence Award Program. As you review the chronology that follows, you will note both an expansion in the breadth of the projects and an increase in the number of University Services units—and indeed other units of our university—participating in the projects.

The Service Excellence Task Force was unable in some cases to determine the names of award-winning projects, especially those that were recognized in the early years of Service Excellence; hence only the unit names are recorded. We would be happy to hear from any of you who can fill in missing data so that our *twenty*-year commemorative history will be more complete. Also, the names of many of our units have changed over the years. The task force chose to use the unit names that were in effect at the time the awards were made.

1989

- * Health Sciences Library

1990

- * Purchasing Department
- * Personnel Services:
Twelve-Month Calendar
- * Accounting Services and
Records, Purchasing Department: Recharge Laser Printer
Toner Cartridges
- * University Libraries:
New Employee Orientation
Program
- * Telecommunication:
Automated Directory
Information System (UBIS)
- * Facilities Management:
Empowering the Work Force
- * Public Safety: Community
Policing Model

1991

- * Housing Service Operations,
Telecommunications, Purchasing
Services, Accounting Services
and Records, Public
Safety
- * Personnel Services,
Facilities Management,
University Libraries

1992

- * Educational Technology
Services
- * University Facilities: Com-
munications with Customers
- * CIT: UNIX Software Service
Contracts

1993

- * University Facilities:
Lydell Cycle
- * University Facilities: Project
Hire and Learn to Work
- * University Print and Mail
Services: Automated Bar
Code Discounts for Mailers
- * Accounting Services, Uni-
versity Facilities, Purchasing
Services: Natural Gas Supply
Contract



1995

*CIT, Campus Services, Millard Fillmore College, Office of the Graduate School, Records and Registration, School of Engineering and Applied Sciences, School of Management, Student Life, Undergraduate Education: Billing, Inquiry, Records, Drop/Add (BIRD)

*Accounting and Payroll Services, Administrative Computing Services, Office of Financial Aid, Office of Student Accounts: William D. Ford Federal Direct Loan Program

*CIT, Payroll Services, University Facilities: Student Time Sheet Paperless Processing

*WBFO, S&B Communications: Improve WBFO Signal and Expand Its Coverage Area

*Accounting and Payroll Services, Office of Financial Aid: College Work-Study Re-Engineering Initiative

*Accounting and Payroll Services, University Services: Niagara Mohawk SC-11 Electric Rate

1996

*School of Engineering and Applied Sciences, School of Management, School of Nursing, Faculty of Natural Sciences and Mathematics, Faculty of Arts and Letters, Faculty of Social Sciences, Office of the Controller, School of Architecture and Planning, CIT, Department of Nuclear Medicine, School of Medicine and Biomedical Sciences: Departmental Computing Consultants

*State Purchasing Department, University Facilities: System Contract for Office Supplies with Staples Business Advantage

*Budget Office, Personnel Services, Payroll Services, Office of Student Finances and Records, Office of the Controller, Accounting Services: Renaissance System

*Office of the Controller, CIT, Office of Publications, Division of Athletics, Sponsored Program Personnel Services, School of Medicine and Biomedical Sciences, Faculty Student Association, Office of Records and Registration, University Residence Halls, Alumni Relations, Public Safety, Office of Student Life, School of Dental Medicine, Office of Student Finances and Records, Faculty of Arts and Letters, Internal Audit, Office of the Provost, Purchasing and Campus Services, University Libraries, Office of the Vice President for Student Affairs, Telecommunications: SUNYCard

*CIT, Office of Records and Registration, Office of the Controller, Office of the Provost, Office of Admissions: UB InfoSource

1997

*University Facilities, CIT, Office of the Provost: Classroom Technology Program

*Lockwood Library, Library Systems, Central Technical Services, Lockwood Library, Health Sciences Library, Law Library, University Libraries Director's Office, General Libraries Access Services, Undergraduate Library: Digital Libraries Initiative

*State Purchasing Department, Internal Audit, Personnel Services, Accounting Services, Sponsored Programs Purchasing Services, SUNY Office of the Controller: Procurement Card

*CIT, University Development, WBFO: Adams Conversion Project

*CIT: CIT System Notification and Information

*Health Sciences Library: Health Sciences Library Journal Database

*School of Dental Medicine, CIT, Law School: Professional School Transcripts

1998

*University Libraries, CIT, Graduate School of Education, Office of the Vice Provost for Educational Technology, University Facilities, College of Arts and Sciences, Undergraduate Education, Computer Science and Engineering, Office of the Senior Vice President for University Services, Millard Fillmore College, School of Architecture and Planning, Office of the Provost, Office of the Vice President for Health Affairs, Brockport Shaw Carpets: Cybraries

*CIT: SOAR - Student Online Access to Records

*WBFO, Western Antenna and Tower Service, the Cameron Baird Foundation, University Facilities, S&B Communications, Mr. and Mrs. Donald Davis, Engineering and Applied Sciences, FCC, Mr. and Mrs. Donald Newman, Procurement Services: WBFO Transmitter Upgrade

*Office of News Services, Office of Publications, CIT: Online UB Calendar of Events

*Office of the Provost, University Facilities: Facilities Planning and Design Information System

*University Facilities: Online Time Sheets

*University Facilities, Procurement Services: System Contract for Janitorial Supplies; System Contract for Plumbing Supplies

*Print and Mail Services, Campus Mail: Expedited Mail Delivery

highlights

Service Excellence Assembly Highlights 1989–1999

May 24, 1989 Robert J. Wagner, Vice President for University Services, officially launches the Service Excellence Program.

December 11, 1989 Vice President Wagner and University Services associate vice presidents formally sign the Service Excellence Pledge.

1989

*Quality at American Express - *Peggy Haney, Vice President of Consumer Affairs, American Express*

*Service Excellence Conference: Knowing the Mission, Planning, and Organizing - *John Alongi, University of California at Berkeley*

*Excellence in the Public Sector - *Robert J. Wagner, Vice President for University Services*

1990

*Group Participation and Feedback - *Ellen McNamara, Assistant Vice President, Human Resource Services*

*Performance Programs and Appraisals - *Robert J. Wagner, Vice President for University Services*

*Vision for the University at Buffalo - *Steven B. Sample, President*

1991

*The Importance of Quality Service and Service Excellence at UB - *William R. Greiner, President*

*Service Excellence - *Kenneth Gage, Student Representative, University at Buffalo Council*

1992

*Using Total Quality Management to Enhance Limited Resources - *Geri Mycio*

*Quality and Productivity in Higher Education - *Professor Lawrence A. Sherr, School of Business, University of Kansas*

1993

*Rethinking the University for the Twenty-First Century - *Professor David Orr, Environmental Studies, Oberlin College*

1994

*Beyond Awareness - Managing Diversity in the Workplace

1995

*Whose Business Is This, Anyway? - *Jerry Campbell, Vice Provost for Library Affairs and Computing, Duke University*

*What are SUNY's Options for the Future? - *Robert J. Wagner, Senior Vice President*

*UB's Vision for the Future - *Thomas E. Headrick, Provost*

1996

*Enrollment Management at UB - *Sean P. Sullivan, Vice Provost for Academic Information and Planning*

*Human Resource Strategies - *Robert J. Wagner, Senior Vice President*

*Change at UB - *Edward F. Voboril, President/CEO, Wilson Greatbatch, Ltd. (Change Management); William R. Greiner, President (Challenges as Opportunities: UB's Response to Change); Robert J. Wagner, Senior Vice President (It Is Not Business as Usual)*

1997

*Toshiba Stroke Research Center at the University at Buffalo - *L. Nelson Hopkins, M.D., Director*

*Institute for Local Governance and Regional Growth at the University at Buffalo - *John B. Sheffer, II, Director*

*Changing the Information Technology Culture at UB - *Voldemar Innus, Senior Associate Vice President and Chief Information Officer*

*Benchmarking for Quality Improvement - *Orland Pitts*

*Report on the Task Force on Women at UB - *Robert J. Wagner, Senior Vice President*

*UB's Place in Higher Education - *Thomas E. Headrick, Provost*

*Enrollment Prospects at UB - *Sean P. Sullivan, Vice Provost for Academic Information and Planning*

*Change at UB: Creative Problem Solving - *Gerard J. Puccio, Center for Studies in Creativity, Buffalo State College*

1998

*Every Piece Essential to the Whole - *Dennis R. Black, Vice President for Student Affairs*

*Center of Excellence for Document Analysis and Recognition at the University at Buffalo - *Professor Sargur N. Srihari, Director*

*Report on USA Group Noel-Levitz Institutional Image Study - *Carole Smith Petro, Associate Vice President, University Services*

*Marketing at UB - *Peter Killian, Director of Marketing*

*Seven Habits of Highly Effective Media Centers - *Mark Greenfield, Web Development Manager, CIT*

1999

*University Services Welcome Website - *Kerri L. Cabana, Senior Systems Consultant, CIT*

*Access99 - *Joseph Tufariello, Senior Vice Provost for Educational Technology*

*MyUB - *Rebecca Bernstein, Director of Electronic Media; James T. Gorman and Robert M. Wright, Managers, Administrative Computing Services, CIT*

*Facilities Master Plan - *Michael F. Dupre, Associate Vice President for University Facilities*

*CIT Technical Service Appraisal Process - *Gretchen K. Phillips, Manager, UNIX Support Group, CIT*

task force

Service Excellence Task Force

Current Membership

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*past chair

thanks

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- Lynda H. Donati, Kathryn A. Sawner, and the staff of the Office of Publications for editing and designing the program.
- The staff of University Print Services for their assistance with coordinating the production of the program; particularly Dolores Mroczka for meeting the program production deadline.
- Celebration 2000 project nominators and participants who have demonstrated their commitment to the principles of continuous improvement through service excellence.
- All of the past task force members for laying the foundation for the accomplishments illustrated in this program.

program

Service Excellence Award Program

The Service Excellence Award Program recognizes University Services employees who have undertaken initiatives that advance the basic mission of University Services, which is:

to provide high-quality service in an effective, efficient, and environmentally responsible manner that will enable the university to meet its teaching, research, and public service missions.

Employees and teams of employees are nominated for recognition for having completed projects or activities that improve the quality of service of one or more units by:

- * improving the unit's efficiency or productivity;
- * saving the university time or money;
- * reducing bureaucracy;
- * meeting a specific customer need; and/or
- * improving staff morale, cooperation, and understanding.

The Service Excellence Award Program gives special consideration to projects or activities that:

- * result from a benchmarking process;
- * use cross-functional teams (either from the various units of University Services or from other divisions of the university);
- * demonstrate a creative use of technology;
- * improve the culture and/or climate of the unit of University Services as a whole; and/or
- * make a significant impact on the university's customers.

There are two categories of projects recognized: large-scale projects and limited-scale projects. The full text of this year's projects can be found at <http://wings.buffalo.edu/univserv/>; then click on the Service Excellence link.

and finally

Special Thanks

Special thanks to our Senior Leadership for their support:

Robert (Bob) J. Arkeilpane, Director of Athletics

Michael F. Dupre, Associate Vice President for University Facilities

Voldemar A. Innus, Chief Information Officer

Carole Smith Petro, Associate Vice President for University Services

Kevin R. Seitz, Associate Vice President and Controller

Barbara von Wahlde, Associate Vice President for University Libraries