



Creating a Universal Working Definition of Smooth Operations

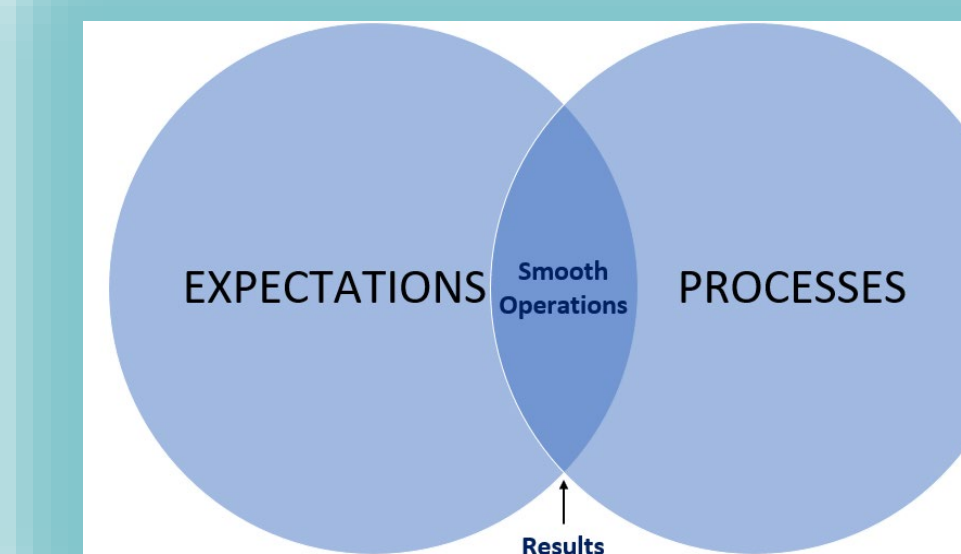
Results

SERVICE EXCELLENCE is a vision state where the expectations of the customer, organization, or compliance environment are completely satisfied by the flawless execution of processes.

SMOOTH OPERATIONS is the result of processes meeting expectations, which we continuously improve guided by leading indicator metrics.

METRICS at the unit and division level will track smooth operations and provide a visible basis for improvement work

Every day striving to achieve an increasingly greater concurrence between processes and expectations produces increasingly smooth operations and is supported by our foundational strategies



Service Excellence

EXPECTATIONS PROCESSES

Smooth Operations

FOUNDATIONAL STRATEGIES:
Continuous improvement
Lean principles

Safety and well-being
Direct student impact
Inter-departmental collaboration & support

Elimination of fear
Student involvement & learning

Rapid experimentation
Inclusivity
Innovation and creativity

Statement of Need

As a conglomerate division made up of vastly different operations, Administration at Michigan Tech was challenged to come up with a working definition of **SMOOTH OPERATIONS** that resonated with retail, service, and compliance units equally.

Increasing smooth operations in pursuit of service excellence should happen in an environment that includes strong and supportive leadership, effective strategy, and the skills, tools, and resources to be effective.

Applies Universally: Police – Auxiliaries – Health & Safety – Transportation – Retail – Museum – Student Union - Facilities

