



Achieve Service Excellence

1. Build a 'customer centric' culture focused on ensuring student and employee satisfaction.
2. Improve Information Technology services.
3. Develop cross-functional partnerships among departments to "get to yes".
4. Invest in and develop our human assets.
5. Coordinate and manage knowledge assets.
6. Develop innovative administrative process with technology.
7. Become service excellence professionals.
8. Develop professional standards of conduct for all College employees.
9. Implement a total quality management program.