



CHANCELLOR'S AWARD FOR INSTITUTIONAL EXCELLENCE
United Arab Emirates University

Standard Models
in the Distinguished Team Category

Criterion 1: Team Formulation and Project/ Initiative/ Experiment Planning Methodology:**The sub-criterion 1: The nature of the data and the difficulties faced, which resulted in the need for the development of the project / initiative / experiment:**

Through the stages of preparing the strategic plan for the years 2011-2013, and the analysis of internal and external environment, It has been shown that there are many opportunities, such as the launch of Emirates Service Excellence Scheme through the Office of the Presidency of the Council of Ministers that was launched in 2010 and Organizational Excellence Awards at the federal government level that is reflected on the strategic objective of the University. Based on the above information, there was a need to form a "Committee for excellence and quality of services" for implementing the principles of service excellence (five stars) and to ensure adherence to quality and organizational excellence and to address the observations mentioned in the reports of the satisfaction measure and mystery shopper through the development and implementation of the necessary mechanisms and the adoption of learning concepts and continuous improvement.

Criterion 2: Implementation Methodology:**The sub-criterion 1: Mechanisms to implement and review the action plan:**

2/5/1 Based on the mechanisms of team work implementation and evaluation, the head of the team monitors the implementation of the action plan and tasks of team members during periodic meetings, which take place on a monthly basis. Also, (s) he measures the results of performance indicators of the action plans. The team leader takes the necessary corrective action in case of any deviations and reports the findings to the Committee of organizational excellence. The team leader adopts the standards of 5P's as gauges and indicators to measure the success of the group's work, which is measured by a survey and a questionnaire to measure customer satisfaction. In addition to that benchmarking with best practices was applied such as visiting Sheikh Zayed Housing program.

Criterion 3: Achievements and Results Assessment:**The sub-criterion 2: The contribution of the team in achieving the strategic objectives of the federal / participating authorities:**

The operational plan of the team achieved the strategic goals of the university. The plan comprised initiatives that concerned with providing excellent services, developing channels of service delivery and reducing the service time and following-up the implementation of corporate identity and completing the development of the plan (5 p's) as well as the contribution of the team in achieving its strategic and operational indicators as shown in the table below:

