



Joint Service Manual
Chancellor's Award for Institutional Excellence
3rd Cycle 2019



UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University





The Best Joint Service Category

The Best Joint Service

The award is given to the Joint Service which contributes to the improvement of the client's journey and happiness, and which led to a distinguished transformation and a noticeable improvement and sustainability in the provision of a Joint Service of high quality up to global levels and meet, even exceed the expectations of clients through:

1. Improving the quality of the customer experience at the level of organizational units and thus enhancing clients' satisfaction, based on a clear understanding of their needs and focusing on them as well as supporting the service process according to their needs and adapting the services of the university to suit them.
2. Enhancing the teamwork efficiency by promoting cooperation between different organizational units and integrating information and systems smoothly through the activation of a one-stop policy, in addition to the facilitation and automation of operations and collaboration as teams to provide service.

Definition of Joint Service

A service which is shared by more than one organizational unit and which has been developed for the purpose of facilitating the customer's access to the service easily and smoothly. Joint Services can also be linked to a specific event in work environment.

Award Terms and Conditions

- Optional participation of organizational units.
- The Joint Service sector applying for this category should be an internal service entity operating at the university.
- The number of organizational units participating in the service shall not be less than two.
- The service should be effective/operative and has been developed.
- To be a service provided to either individual clients or businesses.

Key/Main Evaluation Criteria:

The evaluation of the Joint Service shall be based on four criteria, including the evaluation of the (service effectiveness criterion), the (service efficiency criterion), the (smart connectivity criterion), and the (innovation in service criterion). The following table describes each criterion and its standard weights.

Measurements/criteria	Sub-criteria	weight
Service effectiveness	An increase in clients' satisfaction rates	40%
Service efficiency	- Reducing the number of steps required to obtain the service so that the service is provided in easier ways and means. - Reducing the time required to obtain the service. - Reducing the cost of providing the service on the part of the concerned entity.	40%
Smart connectivity	Maturity of the smart connectivity between the participating parties to improve the journey of the client (from submitting the request to complete the transaction)	10%
Innovation in service	Degree of innovation in service delivery	10%

Evaluation Mechanism

Specific and separate criteria have been set for the mechanism, allocated to evaluate the best Joint Service category. The following is a detailed explanation of each of these criteria, and the following points will also be considered in the evaluation process:

1. The level of complexity of the Joint Service
2. Number of organizational units participating in the service
3. Impact of the service on the segment of dealers
4. The practices applied in accordance with the government services development manual affiliated with the UAE Government Excellence Program

Measurements Criteria	Primary Stage	Development Stage	Maturity Stage	Leadership Stage
Service effectiveness	Clients' satisfaction Rate is lower than 30%	Clients' satisfaction Rate ranges from 30% to 70%	Clients' satisfaction rate is higher than 70% -90%	Clients' satisfaction rate is higher than 90%

Measurements Criteria	Primary Stage	Development Stage	Maturity Stage	Leadership Stage
Service efficiency	Time: The rate of time reduction to obtain the service is 20% up to a maximum	Time: The rate of time reduction to obtain the service is higher than 20% - 50%	Time: The rate of time reduction to obtain the service is higher than 50% - 80%	Time: The rate of time reduction to obtain the service is higher than 80%
	Number of steps: Percentage of reduction of the steps required to obtain the service at a rate higher than %20 up to a maximum.	Number of steps: Percentage of reduction of the steps required to obtain the service at a rate higher than 20% - 50%	Number of steps: Percentage of reduction of the steps required to obtain the service by the rate of 50% - 80%	Number of steps: Percentage of reduction of the steps required to obtain the service at a rate higher than 80%
	Cost: Percentage of cost reduction on the part of the organizational unit to obtain the service at a rate of %20 up to a maximum	Cost: Percentage of cost reduction on the part of the organizational unit to obtain the service at a rate ranging from %20 to %50	Cost: Percentage of cost reduction on the part of the organizational unit to obtain the service at a rate ranging from %50 to %80	Cost: Percentage of cost reduction on the part of the organizational unit to obtain the service at a rate higher than %80

حَايَةُ النَّبِيِّ الْأَعْلَى الْيَمِينِ مُحَمَّدٍ حَايَةُ النَّبِيِّ الْأَعْلَى الْيَمِينِ مُحَمَّدٍ حَايَةُ النَّبِيِّ الْأَعْلَى الْيَمِينِ مُحَمَّدٍ حَايَةُ النَّبِيِّ الْأَعْلَى الْيَمِينِ مُحَمَّدٍ حَايَةُ النَّبِيِّ الْأَعْلَى الْيَمِينِ مُحَمَّدٍ

