

Service Excellence Action Plan for Police and Public Safety - Security & Compliance

Dimension	Action Step	Timeframe
<p>Knowledge</p>	<p>Work closely with central HR's Compensation team to create lead Security Officer/Specialist positions to provide more comprehensive field training and quality checks for Security Officers, allow them to fill in for Security Supervisors and gain management experience, and provide an opportunity to be promoted and grow within the department.</p>	<p>This process has already begun and should be completed within within 6 months.</p>
	<p>Continue to discuss workplace expectations and A&F's Guiding Principles. Make it a fixture during day 2 onboarding for each new employee and at the start of each year.</p>	<p>Has already begun and ongoing Has already begun and ongoing</p>
	<p>Continue to present and discuss overall division work expectations on a regular basis and annually with Chief.</p>	<p>Has already begun and ongoing</p>
	<p>Create and implement a formal training plan that lead Security Officer/Specialists will follow when assigned to train new hires or provide refresher training for current employees. Conduct regular management training for lead Security Officer/Specialists to prepare them for when they fill in for Security Supervisors. Conduct regular check-ins with security squads to discuss current tasks, challenges, and expectations to ensure the lead Security Officer/Specialists know what areas may need additional attention. Track challenges to determine when refresher training for members or squads may be needed.</p>	<p>Has already begun and ongoing</p>
	<p>Continue to expand employees' knowledge of other UMB departments/processes to better serve our customers who are looking for answers. We will provide briefings about other departments periodically at roll call meetings to help them better understand the roles of other UMB departments.</p>	<p>Has already begun and ongoing</p>
	<p>Conduct conversations and training during unit meetings, onboarding sessions, and service training so that staff know how to assess customer needs and how to communicate when they don't know something.</p>	

Process Improvement	Create and revise existing process documents for common issues and resolutions. Establish and implement new standards for service delivery. One example is creating new post books for each post on campus, which will include: <ul style="list-style-type: none">- Scripts to help Security Officers provide better customer service- Answers to challenges they may encounter, ranging from emergencies to building contact information- Details that differ between buildings but are essential to know	Has already begun and binders will be at each post by end of summer 2024
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