

Report of Performance Pledge for Year 2001

I. Introduction

As at December 2001, the members of the Performance Pledge Work Group is as follows:

Coordinator: Mr. Paul Pang, Head of Academic Affairs Bureau

Members: Mr. Jason Ho, Head of Academic Computing Service
Dr. Tham Yiu Kwok, Head of Computer Service Bureau
Ms. Helen Ieong, Library
Ms. Eduarda Vu, Head of Registry
Mr. Sitou Ieng Kit, Head of Student Affairs Bureau
Mr. Vitor Drummond, Sports Complex
Ms. Carrie Lei, Head of Central Services
Mr. Chan Seng Iong, Head of Real Estate and Security
Ms. Aliana Leong, Head of Center for Continuing Studies and Special Programmes
Ms. Candy Lei, Head of Procurement Office
Ms. Leona Kwan, Head of Personnel Office
Mrs. Susan Kwok, Head of Accounts
Ms. Grace Chau, Faculty of Business Administration
Ms. Cecilia Leong, Faculty of Education

* the Secretary of the Work Group and also serves as the Acting Coordinator in case of absence of Mr. Paul Pang

1. In December 2000, the University formed the Quality Management Committee, which is chaired by the Administrator. QMC directly supervises the Performance Pledge Work Group and facilitates extensive implementation of the Performance Pledge project in many departments.
2. Registry, Sports Complex and Library launched their Performance Pledge Project in year 2000. They continued to implement it actively in year 2001 and increased 1 more item of service in Performance Pledge.
3. During January - May, Computer Service Bureau, Central Services, Real Estate and Security, Centre for Continuing Studies and Special Programmes, Procurement Office, Personnel Office, Treasury, and Student Affairs Office started to participate in the Performance Pledge project, and they formally launched their projects during April - July.
4. In August 2001, the homepage page for Performance Pledge was launched: <https://www.um.edu.mo/pp/index.html>
5. Faculty of Business Administration and Faculty of Education started to participate in the Performance Pledge project in August and October respectively.
6. Our university was invited by SAFF to give a presentation in the Performance Pledge Experience Sharing on 16 November.

II. Summary of Progress

As at December 2000, the number of departments participating Performance Pledge is 3, with items of services 20.

As at December 2001, the number of departments participating Performance Pledge is 11, with items of services 69.

III. Implementation and Evaluation

1. Most items of services can 100% comply with the standards. For those not 100% complying with the standards, we are improving actively.
 2. Continue to adopt the mechanism of evaluation:
 - a. Internal evaluation: Unit heads and the staff regularly review the implementation, and analyze the statistics for individual items of services, and analyze the feedback of users (including complaints, suggestions, and results of user surveys).
 - b. Performance Pledge Work Group holds regular meetings to review the progress of all departments.
 - c. University Management Board/Quality Management Committee evaluates the overall progress of departments.
 - d. Departments that have just started their projects will submit a report to SAFP for their comments. We invite SAFP to evaluation meeting of overall progress 3 times a year.
 - e. During the evaluation meetings with SAFP on 21/2, 23/7 and 14/12, SAFP gave us very good comments of the implementation of the Performance Pledge project.
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