

Report of Performance Pledge for Year 2002

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 Jeong, Library
Ms. Eduarda Vu, Head of Registry
Mr. Sitou Ieng Kit, Head of Student Affairs Bureau
Ms. Carrie Lei, Head of Central Services
Mr. Chan Seng Iong, Head of Real Estate and Security
Ms. Jenny Lou, 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 Treasury
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

Note: At the end of 2002, Sport Complex's project was combined into CSD's project and Sport Complex is no longer counted as a separate department in the PP project.

1. The focus of 2002:
 - o For those departments that had launched their PP projects before 2002, they should continue to implement the projects actively, particularly emphasizing the evaluation of performance and user needs in order to raise the quality of services;
 - o Gradually implement PP to the administrative offices of academic units.
2. In January 2002, FBA extended their PP project to the services to academic staff.
3. In February 2002, FED formally launched their PP project.
4. Invited SAFF to provide 2 training sessions, on 17/10/2002 and 18/10/2002 respectively:
 - a. Introduction to PP;
 - b. Details about how to implement the project, introduction of the 2 documents "Basic Requirements" and "Action Plans";
 - c. Discussion about the 2 documents.

For those departments that had already launched their PP projects, they participated in part b) and c); those staff members of the departments who did not attend any related training before also attended part a).

For the other departments (including PRO, FSH, FLL, FST and CPU), representatives attended the parts a)-c).

Totally 98 staff members attended the training.

II. Summary of Progress

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

As at December 2002, the number of departments participating Performance Pledge is 12, with items of services 89.

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 2 regular meetings to review the progress of all departments.
 - c. QMC 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 2 times a year.
 - e. During the evaluation meetings with SAFP on 30/4/2002 and 6/12/2002, SAFP gave us very good comments of the implementation of the Performance Pledge project.

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