



**DEPARTMENT  
OF  
MATERIEL MANAGEMENT**

***Service Standards***

## **MISSION STATEMENT**

The Department of Materiel Management provides a vast range of important services for Old Dominion University. As a result, it is essential for all employees at the Department of Materiel Management to perform duties in a cooperative, professional and courteous manner. In order to ensure a consistently high level of customer service and quality of work, the following set of service standards should be obeyed.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Old Dominion University is committed to equal opportunity employment. The staff at Materiel Management will reflect the highest University standard of diversity appreciation in our speech, behavior, and programs. We will strive to reach fair and equitable interpretations of policy and procedure without stressing an undue advocacy role toward management and employees. We will attempt to always create an environment of recognition and support of human values in the workplace, and not allow administrative processes or personal opinions to influence the fundamental respect for the human element.

## **CONFIDENTIALITY/DISCRETION**

The very nature of business at Materiel Management requires sensitivity, confidentiality and respect for all information processed. Information provided by customers is considered confidential within legal parameters; however, release of information is permitted in accordance with the Freedom of Information Act after an award has been made. The FOIA does not include information that has been identified as proprietary and thus will not be shared. Exceptions to this standard are permissible for legal or safety reasons only.

Discretion and good judgment should be consistently practiced with regard to personal and business confidentiality. Such a pledge to management and employees will ensure the credibility of our department.

## **TEAMWORK**

All Materiel Management staff members will foster effective working relationships through courteous, cooperative, and professional interaction. By maintaining a helpful attitude and by communicating in an open, direct, and honest manner, we will ensure a positive working environment as well as a high level of work efficiency.

## **QUALITY**

Materiel Management's goal is to punctually deliver exceptional quality products and services. The goal of each staff member at Materiel Management is to produce flawless work in a timely manner. Exemplary quality of all work will depend on maximizing resources, following directions or seeking clarification of instructions, while minimizing waste.

## **COMMUNICATIONS**

**Verbal** - Verbal communication between co-workers and with customers is to be delivered in a professional manner, with courtesy and a pleasant tone.

**Telephone Etiquette** – To ensure positive customer service, Materiel Management employees are to receive, transfer, and respond to telephone inquiries in a courteous, friendly, and tactful manner. Telephone calls should be answered by identifying the department name and the person answering the phone. For example, “Good afternoon, Materiel Management, this is \_\_\_\_\_ speaking.” It is the responsibility of this department to respond to caller questions as thoroughly as possible. Questions should be answered as thoroughly as possible or calls should be transferred to another party who can more accurately answer customer questions. When referring a caller to another office, the name of the office and the phone number shall be given to the caller prior to the transfer.

**Correspondence** - Every effort should be made to ensure that all correspondence disseminated by the Department of Materiel Management will be error-free and grammatically correct. Responses to routine correspondence shall be completed with 48 hours of receipt. All written materials will be neat, well organized and professional in appearance and content.

**Electronic Mail (E-mail)** - Email as a communication method is a helpful resource that enhances responsive customer service. Legally, email messages are not considered private and confidential and are to be treated in the same manner as typical written memoranda or correspondence. Email messages should be professional and not contain any information that cannot be seen by someone other than the original addressee. Materiel Management staff will demonstrate good taste and sensitivity to others when using email communications.

## **CUSTOMER RECEPTION**

Customers should be greeted immediately in a courteous manner. Determine who may best help them by asking questions. Follow through to ensure customers’ needs have been met.

## **PROFESSIONAL APPEARANCE**

Public areas should present a positive image of the Department of Materiel Management by remaining neat and orderly at all times with appropriate forms and reference materials easily accessible to visitors and co-workers.

Individual work areas should present a positive image of the Materiel Management employee by remaining neat and well organized. Documents and “works in progress” should be clearly labeled and easily accessible to supervisors and co-workers should the employee be absent for an extended period of time.

Each employee of the Department of Materiel Management shall be careful with their personal attire and always present an appropriate professional appearance no matter what the function or event. Within the Materiel Management office, business casual dress is acceptable Monday-Thursday; ODU attire and jeans are acceptable on Fridays only.

### **OFFICE ETIQUETTE**

The nature of Materiel Management work requires that staff maintain a customer service posture in the office and refrain from making inappropriate comments or engaging in conversations or other activities that do not convey a professional image in public areas. Staff members are also discouraged from communicating in a loud manner and should refrain from excessive talking to co-workers or visitors or playing music that will cause distractions to other staff members who are working nearby. Meals will not be consumed in the reception area or at staff meetings (drinks or small snack items are acceptable). Staff should generally remain at their work station or desk during work hours, unless work takes them elsewhere.

### **PROFESSIONAL COURTESY**

Staff are expected to demonstrate mutual respect when transferring calls and entering the office of others. When meeting with customers, distractions should be avoided to ensure positive customer service. Professional courtesy should be a priority for Materiel Management staff. Office demeanor and good manners are essential for good customer relations. When using others' work stations, care should be taken to treat the area with respect to other people's space and property.

### **ATTENDANCE/PUNCTUALITY**

As service providers, Materiel Management employees are responsible for timely and regular attendance. Planned absences, including reporting to work late or leaving work early, should be approved by supervisors in advance. Unexpected absences, including late arrival or early departure, should be reported directly to the immediate supervisor. Staff members are responsible for contacting their supervisor no later than one-half hour after the beginning of the regularly scheduled workday if a late arrival or absence is expected. If the supervisor is unavailable, a message should be left on voice mail.

Standard work hours are eight hours in length, from 8:00 am to 5:00 pm, with a one hour break for lunch. Unless an alternate work schedule has been approved, employees should follow this schedule. When lunch is taken is generally up to the employee, however, lunches should be staggered against co-workers' to ensure that the appropriate personnel is in the office at all times, specifically in the reception area. In addition, each staff member is responsible for advising the receptionist of his or her whereabouts if he or she will be away from the telephone or out of the office for more than 15 minutes.

## **DEPENDABLE APPLICATION OF TIME**

Employees are expected to apply themselves to their assigned duties during the full schedule for which they are compensated. It is acknowledged that personal phone calls and office visits are sometimes necessary, but such distractions should be kept to an absolute minimum. During work hours, staff members are expected to focus their attention on officially assigned University or Department matters and not be engaged in activities that could be construed as personal or as a conflict of interest. Office equipment is for business use only.