

2005-2006

Strategic Goal: Enhance Customer Service

Bookstore

Action Steps	Action Leader	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Purchase new wireless handheld scanning units	Ryan Gardner	X											
Train staff to use new units	Ryan Gardner	X											
Use handheld units to assist with purchase and stocking of inventory	Kelly Lacy		X	X	X	X							
Use "Line-Buster" feature of wireless units to speed up checkout time	Kelly Lacy						X	X					
Telephone training	Kelly Lacy							X					

Personnel: Ryan Gardner, Kelly Lacy

Success Indicators: All objectives are met before end of fiscal year according to plan and the wireless untis help improve the bookstore level of customer service

KPI's: Human Resources; Institutional Effectiveness; Continuous Improvement; Customer Service