

Meet-the-Customers Day Foster Understanding of University's Services

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THURSDAY, 19 MAY – The Meet-the-Customers Day (MBP) jointly organised by four departments under Universiti Malaysia Sabah (UMS) namely Bursar Department, UMS Library, Development and Maintenance Department (JPP) and the Department

of Information Technology and Communication (JTMK) would be able to increase understanding of their clients and customers of the university's services offered.

Vice-Chancellor of UMS, Datuk Dr. Mohd Harun Abdullah said that such programmes would provide a platform and easy access to solving problems on-the-spot by the departments of the university.

“I am very positive that this will have a major impact on the campus community, especially in delivering service not only by the four departments taking part, but also setting an example to other Departments, Faculties, Centres, Institutes and Units in UMS,” he said in his speech at the opening of MBP at 1Megalab, UMS Library, recently.

His speech was delivered by the Deputy Vice-Chancellor (Academic and International), Professor Dr. D Kamarudin D Mudin.

He added that, various measures should be taken to improve service delivery of the university including reducing red tapes by simplifying and streamlining the system and work procedures, strengthening the administration and to measure performance based on the Key Performance Indicator (KPI).

Interesting programmes were available throughout the week, among them were talks by the four departments, colouring activity for children, service counters, quiz competition for visitors and forums with customers. – (fl)

Photo: Suzeanywati Gasinin

