

UMS outlines four keys to improve quality, delivery system

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KOTA KINABALU: Universiti Malaysia Sabah (UMS) Registrar Vina Zahriani Yusof (pic) has outlined four keys to improve the quality and delivery system of the university.



She said, the keys are customer service improvement, good working environment, healthy lifestyle encouragement, and safe and prosperous campus.

“Apart from improving the delivery system, the administration also hopes that each staff to have integrity in carrying out their duties as well as adopting a healthy lifestyle and having a positive mind,” she said during an event, at the university, recently.

“Integrity is when we perform our duties with full trust, responsibility, transparency, sincerity, dedication and honesty, and all these aspects play a role in determining the quality of our services.

“The lack of integrity will cause us to receive public complaints which will affect the university’s reputation.”

She also said the administration had introduced the Jom Sihat programme which was held on Wednesday afternoons to promote a healthy working environment.

“We also encourage staff to undergo check-ups to reduce stress and control their diet to prevent chronic illnesses, especially those who are 40 and above.

“When they are healthy, each work can be performed efficiently,” she said.

Also present were Human Resource Head Mohd Raffie Janau, Administration and Governance Head Mohd Zaidie Adilai, and security officer Rakam Singh Karam Singh.