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| **Quality Service Action Plan**Environmental Health and Safety***Dear Customer,We promise that if you request service from our work unit, you can absolutely count on us for excellence.The EHS Team*****Our Team:**Bonnie Auman, Brandi Baros, Dave Bertocchi, Mike Burke, George Conklin, Barry Cowher, Tony Cygan, Hans Derr, Stacy Givens, Yuanqing Guo, Alissa Hanshew, Greg Herman, Lysa Holland, Marian Kochin, Mark Linsenbigler, Joe Mazzoni, Peter Muldoon, Kevin Myers, Steve Rohrbach, Bob Segura, Curt Speaker, Steve Triebold, Kendra Wagner, Charles Williams**Our Customers:**Our families and ourselves; all Penn State Personnel and Departments (including faculty, staff, students, at all locations except HMC); Non-PSU personnel and Agencies (including state, local and federal agencies, Emergency responders, entertainers, vendors, and the local communities)**Expectations:**EHS will provide expertise and tools to promote a safe environmentEmpathy to your issuesCommunications that are friendly, concerned, courteous, clear, and honestPrompt responses to your needs (24/7/365)Technical expertise/knowledge of regulationsProvide solutions or answersAnticipate your needs and provide answers to the un-asked questionsAppropriate and easily attained trainingDocumented 100% compliance with regulationsSimple processes with minimal paperworkNo charge for servicesLeave work stresses at work and home stresses at home**EHS Quality Service Standards****Safe Environment*** Develop a safety culture by leading by example, and working with University units to design safety behaviors into your day to day activities
* Emphasize safety education as essential to the mission of Penn State. EHS will always emphasize education in the development and implementation of our programs
* Continue development and implementation of safety programs and policies that are readily accessible and applicable and meet your regulatory needs
* Be diligent in training you on safe practices and to respect the dangers inherent in the areas in your work
* Oversee programs and anticipate upcoming needs
* Continue to respond to requests for service, through immediate response to emergencies and prompt attention to requests

**Service Attitude*** Provide attention to you as if you were the only customer
* Display a positive attitude
* Display staff photos to provide faces to go with our names
* Include the name of the individual who answers the phone
* Be on-call 24/7/365
* Look to challenges as a win-win
* Forgive mistakes
* Do not delay University activities unnecessarily
* Provide clear communications by completing answers to questions that solve the underlying problem; use experience to assist in identifying unanticipated problems
* Respond to needs as timely as possible; less than 24 hours (one work day) to respond to the initial request for assistance; less than 48 hours (two work days) to provide initial findings to requestor; and less than 2 weeks to provide written findings
* Evaluate suggestion box comments

**Stewardship*** Lead by example by following good environmental behaviors
* Protect and conserve by ensuring sound environmental considerations are considered in decisions, developing environmental programs/policies, considering cost efficiencies and sharing resources when possible
* Be diligent in training on safe practices and to respect the dangers inherent in the areas in which everyone works

**Ease of Service*** Work with you to provide programs that meet your needs and our needs, by providing clear procedures and guidelines
* Use the EHS web site to provide readily available and easily accessible information to as broad a population as possible
* Minimize paperwork
* Ensure that phones are answered by humans during work hours
* Provide clear, consistent communications with people at an appropriate level
* Maintain accurate records
* Coordinate programs as much as possible
* Maintain accessibility to services by maximizing visibility, ensuring one-call shopping, traveling to work sites when needed, dropping in and maintaining direct contact with you, designating backups for times when primary EHS contact is not available and maintaining an open door policy for the University community
* Ask for your feedback
* Evaluate and review our actions

**Efficiency*** Provide personnel with the appropriate equipment to perform their jobs efficiently
* Develop an integrated data management system to better track activities and services
* Look for technology enhancements through process reviews and benchmarking
* Identify and use individual strengths within and beyond EHS
* Implement training programs that reduce EHS presentation time, but are still effective and suit your needs
* Provide instruction to you to perform routine tasks in a more expeditious manner
* Emphasize EHS professional development to improve skills and to improve processes
* Cross train EHS staff whenever possible
* Provide written SOPs whenever possible
* Consider outside sources for best efficiencies
* Partner with outside vendors and you to accomplish goals

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