



Voice of the Customer (VOC) Meeting Group – Charter

I. Purpose Statement and Core Values

- a. Statement – To provide customer input that helps the Ufirst project team make business decisions. Specifically,
 - i. Be the voice of the customer, representing recipients of HR services
 - ii. Provide advice and guidance on HR operations that impact business operations
 - iii. Identify innovative approaches for the HR community to effectively support the success of their customers
 - iv. Be a change and communication leader within your respective school / unit.

- b. Core Values
 - i. We are solution-focused with a commitment to action.
 - ii. We are transparent and honest in our interactions, sharing information, communicating clearly, and making fair and balanced recommendations.
 - iii. We respect and leverage each other's diverse backgrounds, strengths, and unique contributions.
 - iv. We actively listen to the views of others and are open to new ideas and feedback.
 - v. We follow through, support and depend on one another, and hold each other accountable.

II. Meeting

- a. Scheduled time - monthly or as needed.
- b. Format – in-person 90 minute working session.
- c. Agenda – meeting coordinator calls for agenda items one week before meeting. Coordinator also tracks progress of open issues and notes their status.
- d. Scribe – Ufirst team member takes and distributes notes.
- e. Posting, updating and communicating strategies and recommendations, distribution via email

III. Membership

- a. Represented units
 - i. Associate Deans and Senior Leadership in academic and administrative units
- b. Membership expectations
 - i. Makes meeting attendance a priority.
 - ii. Is knowledgeable of school/organization mission and business/academic operations and represents the interests of their school/organization based on this knowledge.
 - iii. Has follow-up discussions with corresponding S3 member, if available
 - iv. Conveys meeting highlights to management to ensure appropriate dialogue, input, and support for recommended solutions.
 - v. Be collaborative and solution-oriented with a focus on the best interest of the entire University

IV. Additional Resources

- a. Working Issues / Action Items list maintained by meeting coordinator.
- b. Ufirst/S3 website.
- c. Other resources to posted on agenda/notes as they relate to the meeting topics.