Yale Shared Services
Service • Solutions • Satisfaction

... a best-in-class business and administrative support center providing financial and transactional processing services to Yale’s schools and departments.
“If we can make administration more efficient, we can use the savings to increase support for academic programs and financial aid for students.”

PRESIDENT RICHARD LEVIN
Building a Partnership Together

From day one, YSS will work with your department to build a strong partnership. The SQM team will ensure a smooth transfer of your department’s transactional work and look for ways to continuously improve our performance and processes.

**Transitioning Your Work to Yale Shared Services**

An *integration team* works closely with your department to guide the transition of business processes to Yale Shared Services through a detailed integration plan. Comprised of members from both YSS and the department or school, this team thoughtfully designs the transfer of work and final work processes.

Careful consideration is given to the unique business needs of your department and incorporated into the transition planning.

After work has been transferred to YSS, the jointly formed team continues to monitor the transition of work, make necessary adjustments, and ensure the fulfillment of your partnership agreements.

**The Partnership Agreement**

Your department’s service requirements regarding the work that is to be transferred, mutual responsibilities and expectations, and how the work will be performed and measured are detailed in a partnership agreement. Each partnership agreement is tailored to meet the individual needs of a department.

“This all used to happen locally. Every business office and department, and many individuals had their own staff member trying to remember how to do various tasks, such as procurement, accounting, and finance. Now, we can turn much of that work over to the experts who are doing it here every day.”

PROVOST PETER SALOVEY
Our Team Principles

**Teamwork** We are committed to providing high levels of client satisfaction and always seek ways to improve our service and learn from shared experiences. As a team, we build strong client-partnerships that will not end when work is transferred to us. We know that the success of our team depends upon our collective efforts.

**Flexibility** We develop expertise in various areas so we can scale our efforts up or down in different functions as demand for our services changes. Developing our skill sets builds confidence and presents a greater variety of work opportunities.

**Celebration** We are confident and enthusiastic about what we do and believe that an atmosphere that is supportive and fun brings out our best efforts. We faithfully recognize when good work is being done and celebrate team milestones. As individuals and team members, we measure our success by the satisfaction of our clients.

**Communication** We are open, candid, and constructive when giving and receiving feedback and value two-way communication as a means of continuously improving individual and team performance.

**Respect** We value, welcome, and respect different points of view. By being open-minded to other ways of thinking and working, we often discover solutions that benefit our clients in unexpected ways.

**Service** Keeping our client’s needs in mind, we bring our individual and collective expertise and best thinking to every situation. We take the time to share our expertise, ideas, and suggestions with other team members, regardless of the request or situation, for in time other colleagues will ask the same of us.

“We should be as strong a business organization as exists anywhere.”

PRESIDENT RICHARD LEVIN
Service
The client comes first
The “client comes first” is more than a slogan. It means we work hand and hand with our clients to meet their administrative needs. It also defines how YSS works together as a team to provide complete, accurate, timely, and continuously measured services that produce high levels of satisfaction for our clients.

Solutions
Continuous improvement
YSS takes an individualized—not a “one size fits all”—approach to identify a department’s administrative needs and determine how best to address them. Together, we’ll devise the most suitable strategy for transferring the work and realigning staff roles. We build strong partnerships with departments that won’t end when work is transferred to us. Our service and quality management team continues to evaluate our effectiveness, and uses your feedback to make improvements that align with our performance metrics.

Satisfaction
High-performance workplace
Your service requirements, our mutual accountabilities, and how the work will be performed are clearly defined through a partnership agreement. YSS constantly monitors its efficiency and service levels through daily scorecards that evaluate preset performance metrics. Both YSS and its clients use this information to identify areas for improvement and to measure levels of client satisfaction.

“Helping departments monitor their budget process is so rewarding. At the end of the day, the most gratifying part for me is to witness our clients’ satisfaction.”

RAHIMA CHAUDHURY, portfolio analyst
“We are figuring out ways to work more efficiently, streamline and automate processes, and do it for multiple departments. The shared services model is a really important initiative and critical to moving Yale forward.”

SHAUNA KING, vice president, Finance and Business Operations
CONTACT YALE SHARED SERVICES
Our foremost priority is providing services that will enable you to concentrate on achieving the goals of your department.

Please review our service offerings and contact us for further information about getting started.

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“When faculty work in their field and not on transactions, it benefits the University as a whole and that’s the purpose—so Yale can focus more on its educational mission.”

JENISE MALDONADO, process analyst