

**T R I B A L**

# **Measuring value for money in Professional Services through Benchmarking and the Professional Services Quality Survey**



*“I found the process and methodology adopted very robust and the findings presented very well at both summary and detailed level. The team were professional and knowledgeable on all aspects of the key findings. Having worked at Ulster for a long period of time, while many of the findings were not a surprise there were still findings which I had not anticipated. True value will be derived from a subsequent review by Tribal post reorganisation.”*

**PETER HOPE, CHIEF FINANCIAL OFFICER, ULSTER UNIVERSITY**



# What is the Professional Services Quality Survey?

**The Professional Services Quality Survey (PS-QS), designed in 2013 by The University of Nottingham, is an assessment of service quality from a client/customer's point of view. The survey is designed to evaluate university staff members' opinions and experiences of the full range of professional services within the institution. The resulting report enables university leaders to identify areas of strength and where improvements might be needed to ensure high standards across all professional services.**



# Why Tribal + Professional Services Quality Survey (PS-QS)?

**Having been successfully run 18 times over five years at a total of eight universities, the PS-QS is an increasingly well-established yet low-cost tool for assessing and benchmarking the quality of a university's professional services.**

**The PS-QS can now be aligned with Tribal's financial benchmarking service to help assess whether institutions are getting value for money from the level of investment in Professional Services.**

- Tribal's Benchmarking Service is the most granular and accurate financial data-set in HE
- We have benchmarked over 50% of UK universities
- We have over 20 years' experience helping universities worldwide improve financial performance and student outcomes
- We typically identify potential savings or opportunities for reinvestment equivalent to 3% of turnover
- Our proven model using multiple comparative benchmarks overcomes different organisational structures, meaning that the comparative data can be trusted.
- Our analysis helps universities measure performance against sector-wide benchmarks and delivers insight to drive organisational improvement
- Combining Benchmarking and the PS-QS increases the ROI you are able to derive from the benchmarking exercise
- It gives leadership teams an objective account of resource allocation and the value for money being delivered by each service
- It helps universities model and drive change based on independent, objective analysis



# How the PS-QS works

The PS-QS is a simple survey to assess satisfaction with your Professional Service units and provides evidence of service quality.

- The survey comprises 7 questions, an overall assessment question and open comments
- Staff indicate the units they interacted with
- Staff answer the same questions for each unit
- For reporting purposes your Service Units are mapped to benchmark groups
- It provides a clear, simple and easy to implement tool with significant benefits for strategic decision makers and planners
- The survey is typically run toward the end of the academic year (May/June) across all participating institutions.

Combined with Tribal's Benchmarking Service, the PS-QS gives your university the tools to establish value for money and high standards across all professional services.

*“We worked for the first time with Tribal this session, and received our first comprehensive benchmarking report just before Christmas, covering all areas of teaching, research, professional services and soft services. Early analysis has been extremely enlightening and informative, and has already highlighted a range of areas for further detailed scrutiny. We have been particularly impressed with the attitude and professionalism of Tribal consultants in presenting the findings and engaging with senior colleagues on the work.”*

**DR PAUL GREATRIX, REGISTRAR, UNIVERSITY OF NOTTINGHAM**



## Join us

For details of how to join the latest intake for Benchmarking and/or the Professional Services Quality Survey, email [benchmarking@tribalgroup.com](mailto:benchmarking@tribalgroup.com) or call the Benchmarking Team on 0115 934 7370.

## Already a Tribal Benchmarking customer?

We are able to add the PS-QS to any benchmarking project to increase the impact and Return On Investment.

**If you're interested in participating in the 2018 PS-QS, please contact us by 28 February 2018 so that we can invite you to this year's kick-off meeting in Nottingham on 16 March 2018.**



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**Contact us**

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