**Old Dominion University Research Foundation**

**Spring Semester Information Session**

**Open Forum on Customer Service and Process Improvement**

Customer service and process improvement are dynamic activities for any successful service organization. Please join the Research Foundation at an open forum to discuss how we may continue to better serve the research community.

**Date: Wednesday, April 23, 2014**

**Time: 2:30pm**

**Location: Cape Charles/Isle of Wight Rooms @ Webb Center**

Facilitator: Mr. Kevin Marshall, Marshall Advisory Group

Topics: Review the Foundation’s activities since the 2012 external review

\*\*\*Preview New Electronic- Payroll authorization (108 form)\*\*\*

Reception with refreshments

Please RSVP by Tuesday, April 15, 2014

to Dawn Hamilton

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