

Service Quality Task Team
Reports on the President's Excellence Award Finalists
2008

Mr. Joe Max Wakim, Assistant Director, Medical Center Applications-Computer and Network Services

Mr. Joe Max Wakim joined AUB on July 3, 1994. He worked initially in Medical Engineering, then at CNS AUB campus, and currently he is Assistant Director, CNS/AUBMC.

He is highly recommended by his supervisors, and is described as a very innovative person, technologically oriented, who helps in finding solutions to problems, and understands well customer needs.

He is praised for his dedication to his work and described as a person who goes out of his way to provide support. In an answer to a question concerning support beyond call of duty, his supervisors commented that he often works after hours and occasionally on the week-end, and works from home after-hours whenever necessary. In response to a question on creativity, he is described as a person who always searches for better ways to improve things, and some examples were provided in support of creativity leading to process improvement such as the interactive voice recorder (IVR) that allows doctors to dictate their medical reports over the phone. It was also noted that he made himself available to support not only AUH needs, but also occasionally helping other departments at AUB when needed. The aspect of customer satisfaction in his case is rated very high. Joe Max is prompt to respond to paging or phone calls, whether at odd hours or during weekends, often connecting over the internet from home to resolve problems to his full satisfaction as well as that of the user, never compromising his exacting standards. Joe Max has a knack for perfection. While working on a hi-tech telemedicine setup for example, a burnt bulb in the far end corner of the room which might result in a slightly less than perfect picture, would elicit a call to physical plant to replace it. Dangling cables are a sore sight, and if dust is seen while running them behind a cabinet, housekeeping is given a call to clean the place. Joe Max's interest in the latest technical innovations is a refreshing challenge for all of us, constantly generating new ideas for doing things better. His keen interest in making work enjoyable, simpler and more professional for all would mean writing programs to print professional looking labels in private clinics to relieve secretaries from filling them by hand; integrating programs so that the needed information is readily available in two mouse clicks instead of four.

As for his personality, he is described as pleasant, very polite, a friendly character, and always very positive. In brief, he is described as a superb person and a great asset to the university.