

Goal Linkage High Quality ORM Workforce

Objective Linkage Recruit, develop, train, and retain a highly competent and diverse workforce by promoting a positive work environment.

**Measure # 11 Improve customer satisfaction rate (4-15)**

Performance Targets

<b>Baseline</b>	<b>FY 2008 Target</b>	<b>Strategic Target</b>
61%	82%	85%
Satisfied	Satisfied	Satisfied

Data Source (What & Who) Customer surveys issued and processed by Customer Service Division (CSD).

Number of unsubstantiated and substantiated spin-off complaints processed by the Office of Policy and Compliance (OPC).

Identify and share best practices/lessons learned from all spin-off complaints. OPC will develop, evaluate and disseminate a quarterly to semi-annual report.

Data Verification Analysis of responses from external customer surveys and subsequent follow-up up by CSD and managers. Customer survey results will be evaluated on a quarterly basis and a report that identifies the number of complaints/concerns, as well as positive responses, by external customers. This data will be compared with past reports to monitor performance of improving external customer satisfaction rate.

Analysis of spin off complaints and subsequent follow-up by OPC and managers. Data to be verified by variation in the number of spin-off complaints (non-sustained and sustained).

Monitor and evaluate the success of OPC's report that identifies best practices. Provide data that indicates the

Data Definition &  
Formula

Customer satisfaction rates will be determined as a percentage of those customer survey cards returned and the percentage of those with favorable responses. An increase in satisfied customers will be the desired effect. CSD to define and provide results as well as determine the best formulas..

Number of spin-off complaints filed versus those substantiated identified as a percentage. A reduction in the percentage of substantiated spin-off complaints will be the desired effect. Specific formula to be identified by OPC.

Process Owner

Denise Bryant, Co-Team Leader  
Monte Montesanto, Co-Team Leader

Final Process Owner(s) – Customer Service Division