

June 14, 2004

MEMORANDUM TO: Luis A. Reyes
Executive Director for Operations

FROM: Annette L. Vietti-Cook, Secretary **/RA/**

SUBJECT: STAFF REQUIREMENTS - SECY-04-0073 - SURVEY TO
MEASURE OPENNESS

The Commission has approved the staff's proposal to conduct a limited survey of targeted stakeholders as a tool to measure results in achieving our strategic goal of ensuring openness. The NRC's definition of openness as described in the FY 2004-2009 Strategic Plan must be clearly understood as a part of our data mining efforts. The survey questions must be focused in a manner that will provide information relevant to our performance as an effective and efficient regulatory agency. The survey should contain questions that ascertain stakeholder views concerning the quality of NRC's openness in the following areas: (1) credibility as a regulator, (2) effectiveness in clearly communicating factual information and (3) responsiveness to stakeholders concerns.

At this time, the Commission has approved using the American Customer Satisfaction Index technique to establish the openness measure. In the future, other techniques may be useful in determining the effectiveness of our performance in this area.

cc: Chairman Diaz
Commissioner McGaffigan
Commissioner Merrifield
OGC
CFO
OCA
OIG
OPA
Office Directors, Regions, ACRS, ACNW, ASLBP (via E-Mail)
PDR