

SUBJECT: Pillar Bureau Customer Service Standards

NEW MATERIAL: On August 13, 2003, the Business Transformation Executive Committee (BTEC) endorsed Customer Service Standards (CSS) for the three Pillar Bureaus - the Bureau for Democracy, Conflict, and Humanitarian Assistance (DCHA), the Bureau for Economic Growth, Agriculture, and Trade (EGAT), and the Bureau for Global Health (GH).

EFFECTIVE DATE: 09/26/2003

**[Attachment 1: USAID/W Pillar Bureau Customer Service Standards \(CSS\)
September 2003](#)**

**[Attachment 2: 2003-2004 Customer Service Standards, Support to the Field,
Bureau for Democracy, Conflict and Humanitarian Assistance
\(DCHA\)](#)**

**[Attachment 3: 2003-2004 Customer Service Standards \(CSS\), Support to the
Field, Bureau for Economic Growth, Agriculture and Trade
\(EGAT\)](#)**

**[Attachment 4: 2003-2004 Customer Service Standards \(CSS\), Support to the
Field, Bureau for Global Health \(GH\)](#)**

POLICY

USAID/General Notice
AA/M
09/29/2003

Subject: Pillar Bureau Customer Service Standards

On August 13, 2003, the Business Transformation Executive Committee (BTEC) endorsed Customer Service Standards (CSS) for the three Pillar Bureaus - the Bureau for Democracy, Conflict, and Humanitarian Assistance (DCHA), the Bureau for Economic Growth, Agriculture, and Trade (EGAT), and the Bureau for Global Health (GH). The standards represent the ongoing effort that will result in customer service standards for all Bureaus and Independent Offices. This transformation initiative addresses one of Administrator Natsios' management reform principles of establishing a customer service culture to better support program delivery.

The preeminent customer of USAID/W Pillar Bureaus is "the field," though Pillar Bureaus also have important responsibilities to provide technical support to Regional Bureaus and PPC. These CSS are simple, measurable, and modifiable to reflect evolving customer priorities. The Administrator's Annual Survey will be the primary

means of ascertaining the needs and views of users of Pillar Bureau services, setting service standards, and monitoring their accomplishment. The Pillar Bureaus and the BTEC will monitor responses to the Pillar Bureau-specific questions in the Annual Survey. The CSS will help ascertain and periodically update our knowledge of field needs for pillar services; improve Pillar Bureau capacity to provide services; clarify field support roles and responsibilities; and improve accountability for providing services and meeting standards. The CSS are provided as an attachment to this notice.

Points of Contact: Any questions concerning this notice may be directed to Sue Parks, DCHA/PPM, 202-712-4874; Patricia Rader, EGAT/PAICO, 202-712-1639; or Gary Newton, GH/RCS, 202-712-5912.

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