



Customer Advisory Board

Financial Management Service – Kansas City Financial Center – P.O. Box 12599 – KCMO 64116

Charter

(Adopted December 1992)

Revised February 1999

BACKGROUND:

The Customer Advisory Board (CAB) for the Kansas City Financial Center (KFC) has been established to provide client agencies/customers a forum where ideas, concerns, and suggestions can be shared and discussed; and to have input into program planning and product development. The benefit to all is in strengthening relationships and ensuring ongoing communications.

BOARD ROLE DEFINED -

The Customer Advisory Board for the Kansas City Financial Center provides specific opportunities for the customer agencies to identify needs as well as provide input on the efficiency and effectiveness of Financial Management Service (FMS) products and services. The Board functions in an advisory capacity only. The Board will serve as a mechanism to:

- * Provide ongoing customer feedback on services, regulations, policies, and procedures
- * Evaluate current products and services
- * Identify new/alternative services and products
- * Determine areas, products, or services that may need to be changed and/or improved
- * Serve as an issues forum for client agencies
- * Determine customer priorities and needs

REGIONAL FINANCIAL CENTER (RFC) DIRECTOR ROLE –

Recommendations developed by the Advisory Board will be submitted to the RFC Director who will determine appropriate response and/or action. If the recommendation involves FMS policies and/or procedures that cannot be resolved by the RFC, it will be elevated to the headquarters level for response. The KFC Customer Assistance Staff will serve as the secretariat for the Board and will track board recommendations.

ADVISORY BOARD MEETINGS –

The CAB will generally meet on a semi-annual basis. It is believed that more frequent meetings are unnecessary and would be too time consuming; however, a yearly meeting would not produce the desired impact. This will allow time, as necessary, for committees and/or subcommittees to function. Travel cost to attend the Customer Advisory Board meetings will be at the expense of the Board member's agency. The CAB may alter the meeting frequency to meet the needs of Board members and for the Center.

BOARD MEMBERSHIP –

Each customer of the Kansas City Financial Center will be entitled to one board member and one alternate. These selections will be designated by the agency head. Both the member and alternate may attend the meetings; however there is only one vote allowed per agency on recommendations that require a vote.

TERM OF MEMBERSHIP –

There are no set terms of membership. Membership on the Customer Advisory Board will remain in effect until such time as the member or agency head deems otherwise. Changes in members and/or alternates should be submitted in writing to the Kansas City Financial Center, Customer Assistance Staff.

BOARD CHAIRPERSONS AND VICE CHAIRPERSON –

The Chairperson and Vice Chairperson will serve for a term of two years. At the end of the term, the Vice Chair will become the Chairperson and a new Vice Chairperson will be selected by vote of the membership. If the Vice Chair chooses not to move to the Chair position, a vote for both Chair and Vice Chair will be required. The Chair serves as the official spokesperson for the Board, chairs the board meetings, and guides discussion on agenda items.

BOARD STRUCTURE –

To manage the size of the Board and to provide maximum input by agencies of all sizes, special committees may be established as the need arises.

KANSAS CITY FINANCIAL CENTER (KFC) STAFF SUPPORT –

The Customer Assistance Staff will serve as the secretariat to the Board. In addition, all KFC Branch managers will be active participants and may be called upon for input based upon agenda topics. The Customer Assistance Staff will also be used to inform board members of new or changing programs, products or services.

The Customer Assistance Staff, in coordination with the Chairperson, will prepare the agenda and send out meeting announcements. In addition, CAS will be responsible for the logistics of the meetings, sending meeting reminder notices, securing requested materials/information and preparing and mailing the minutes of the meeting.