

Key Principle: Value

Take ownership of your customers' business needs. Set and manage customers' expectations and deliver as you promised.

What a PBS regional senior leader says about Value:

"GSA adds the most real value after customers have given us their highest level of trust. We have to earn that trust and maintain it in every interaction."

What our federal customers say about Value:

"In everything GSA does, I want to see the value. I want to see how they save my agency money. And I do."

"I don't need a lot of extra overhead; GSA takes that burden, that expense away from my agency."

"It's all about spending tax dollars wisely. We're much better off with all those work items being centralized in GSA."

"GSA adds value by allowing my agency to focus on its mission."

What valued service providers say about Value:

"Everyone who touches a project and interacts with a customer is on the team. Everyone is a stakeholder with a voice."

"The most customer-focused employees are those who see themselves not only as a skilled worker, but as a valued partner."



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