

Relentlessly pursue service excellence in everything we do.

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BACKGROUND

GAPS:

- Lack of standardization
- No measure of service excellence
- Knowing customer expectations of our product(s)

TARGET:

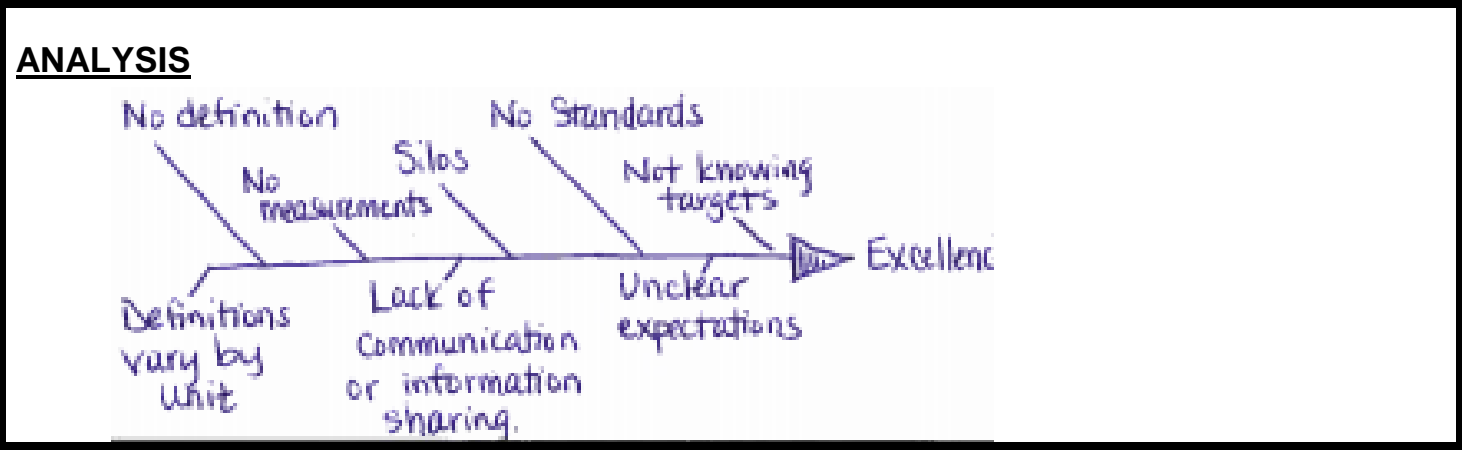
- Improve the gaps

CURRENT CONDITIONS

- We are inconsistent in pursuing service excellence across VP for Administration
- Currently piloting a customer service survey in selected areas of Administration

GOAL

- In FY19 become more consistent in our pursuit of service excellence by delivering training, getting customer feedback, and sharing best practices.



METRICS

Customer survey results and satisfaction scores (leading)
 Improved financial dashboard results over previous period (lagging)

PLAN

- Establish unit Professional Development (training & education) for:
 - Customer Service
 - Safety
 - Equipment/Systems
 - Compliance
- Achieve 100% completion of trainings annually
 - Record completion and report-out
- Establish a method or process for soliciting feedback from customers
- Create shared communication and accountability in a variety of formats, such as:
 - Newsletter
 - Report-out (VP-Admin Group or similar)
 - Document or shared folder

FOLLOW UP

- Meet with individual units to set up specific action plans by unit.
- Meet as large VP-Admin group to share and set communication and accountability plan.