



The 2008 Customer Survey Says...

The results from our 2008 Customer Satisfaction Survey are in. We want to thank all of our customers who participated and provided valuable feedback that will assist us in providing better service. While we received many complimentary remarks, you also identified several opportunities for improvement in the operations and customer interaction areas. Please know that as proud professionals, we are dedicated to top-notch customer service. Therefore, based on your feedback, we have developed an action plan that will result in some immediate improvements as well as positive impact over time. Some of the initiatives in our action plan include:

- Strict adherence to our 24 hour response policy and its incorporation into individual performance plans.
- Implementation of an escalation path to ensure timely responses to customer inquiries.
- Utilization of the Agency and Board of Regents Council to assist with increasing Delegated Purchasing Authority (DPA).
- Providing customers with online access to the status of solicitations.
- Increased daily monitoring of the eRequisition (eReq) Box.
- Greater utilization of online training, when appropriate.

As we continue to stride for excellence, our customers can expect to see improvements in the areas identified in our most recent Customer Satisfaction Survey. Again, thanks for letting us know how we can better serve you. Your continuous feedback and suggestions are most valuable.