

New Hanover County Customer Service Committee Meeting Notes – 5/09/2007

Members in Attendance:

Tracy Dawson	Leslie Stanfield	Travis Robinson	Andy Atkinson
Christine McNamee	Melissa Hight	Jennifer Hardison	Diane Morgan
Dennis Ihnat	Jane O'Brien	Latashia Smith	Andre' Mallette
Bob Glasgow			

Accomplishments:

- Understanding of Proposed Outline for the Development of the New Hanover County Customer Service Initiative.
- Reviewed Customer Service Gallery of Excellence and the “RISE to Excellence” Award.
- Discussed Survey Opportunities

Summary:

- Dennis Ihnat welcomed Andy Atkinson to the CSC. He is currently the President of Leadership Initiatives, Inc., providing training in the areas of leadership, group dynamics, and team building. He is Steven Covey trained and the former NHC Deputy County Manager with over 25 years of experience with the Government. This familiarity with the county government and how it runs will be instrumental in assisting us with our Customer Service Initiative.
- Approved 4/18/07 meeting notes.
- Discussed the Proposed Outline for the Development of the New Hanover County Customer Service Initiative. Dennis Ihnat researched several companies that conduct customer service training, but their packages did not seem adaptable to our needs. We want a sustainable program, with ongoing commitment to providing superior customer service to New Hanover County. Andy Atkinson will conduct focus group discussions with a cross-section of NHC Government employees to define Customer Service from their perspective.
- Discussed Customer Service Gallery of Excellence and the “RISE to Excellence” Award draft. Discussed eligibility and the condensed criteria.
 - A nominee who meets the eligibility requirements and whose actions meet one or more of the criteria will be recognized in the “Customer Service Gallery of Excellence.”
 - Of those nominees put into the Gallery, those whose actions were particularly noteworthy will be forwarded to Bruce Shell to consider for a RISE to Excellence Award.
 - Award will be criteria based and results driven. Peers, along with citizens and supervisors can nominate employees and peers will review nominations.
 - Supervisors will be given the opportunity to provide their input, but since anyone can nominate, this will not limit an employee’s ability to be recognized.

- We want the award to be something that employees will like and will show appreciation of their outstanding customer service.
- Employee focus groups will help us refine the award. We want as much employee participation as possible.
- Discussed Survey Opportunities
 - We are reviewing the surveys that departments already have in place. The goal is to take what other departments use and combine into one survey that captures all elements. Goal is to pull together what everyone is doing to get a snapshot of how the county is doing as a whole.
 - Department may need to have their own targeted questions dealing with their specific departments
 - Several ways for customers to submit surveys are being considered including via web, mail and suggestion box. We want to make sure everyone has access to the survey in order to capture the broadest input.
 - Discussed the necessity of a good sample of customers to obtain accurate results.
- Discussed Customer Service Initiative.
 - The only way to have a successful Customer Service Initiative is to have a plan with intentionality to insure sustainability and prevent backsliding.
 - Plan to form a small advisory group that will meet weekly with Andy Atkinson to obtain input from the beginning of initiative so we know we are going in the right direction.
 - We will also have several focus groups that will meet to help us define customer service from employees' perspective.
 - Focus will be on all NHCG offices.
 - Discussed providing regular publication of Customer Service Initiative progress by publishing meeting minutes on the NHC website and providing updates via e-mail.
- Andy Atkinson will be meeting with the Health Department to discuss their Customer Service training and gain insight into their Customer Service Initiative.

Action Items

- 1) Take home Customer Service Gallery and the RISE to Excellence Award draft for review and bring comments to next meeting. (all)
- 2) Review Survey questions and bring comments to next meeting. (all)
- 3) Send e-mail to Dennis and Tracy with employee recommendations for Customer Service Coordinating Committee. (all)

Next Meeting:

Date: June 13, 2007

Time: 3:00 – 4:30 PM

Place: Cooperative Extension Arboretum

