

## New Hanover County Customer Service Committee Meeting Notes – 4/18/2007

### Members in Attendance:

Tracy Dawson	Leslie Stanfield	Mark Boyer	Travis Robinson
Christine McNamee	Melissa Hight	Jennifer Hardison	Diane Morgan
Harry Tuchmayer	Dennis Ihnat	Olivia Pace	Linda Augino
Bob Glasgow	Mark Boyer		

### Accomplishments:

- Understanding of Microsoft Business Scorecard Manager and Customer Relations Management Software and how they apply to our work at County Government.
- Understanding of Customer Transaction Cards

### Summary:

- Approved 4/4/2007 meeting notes.
- Discussed Microsoft Business Scorecard Manager. It is a server-based business score carding application with real time access to information to help drive business performance. This allows staff across organizations to move forward with a common purpose and direction.
  - ❖ Results can be taken from online surveys, tickets and work orders to see trends
  - ❖ Kiosks could be used for customers to fill out customer service surveys and data would be automatically compiled.
  - ❖ Data would need to be input manually from survey cards, but would keep real time records of information
  - ❖ This software is compatible with the Customer Relations Management (CRM) software that we are currently exploring.
  - ❖ We will be starting a CRM pilot program in Inspections and Tax as a comprehensive way to measure customer service. Calls can be internally routed and tracked to resolution.
- Discussed customer service transaction cards. Currently, most departments are doing a survey on their own. The goal is to get an overall view of how the county government is doing as a whole. It would be a standardized way of measuring and we would get an overall perspective to let us know if we are on track.
  - ❖ A suggestion was made to have three or four common questions, then move on to more specific questions that would apply to the specific department the customer visited
  - ❖ A distinction was made between a survey and a transaction card. A transaction card would only measure one visit or transaction, while a survey is more encompassing.
  - ❖ Results depend on how the card is distributed. It was recommended that cards should be handed out when the customer is leaving to ensure that

everyone receives one. In addition, the presence of the card raises the awareness of the employee and customer.

- ❖ Questions arose over the length of time cards would be available. There could be a possible compiling issue. Someone would need to enter the results, which could be time consuming. A possible solution would be obtaining assistance from the RSVP volunteers and Senior Aides.
  - ❖ To prevent over surveying, a suggestion was made that departments that have an office procedure and a history of doing a survey would continue conducting their survey as before. This way they could pass out the transaction cards the rest of the year, but only do their survey when it was scheduled. We will discuss in more detail at next meeting.
- Discussed RISE to Excellence Award and goal of creating a culture and attitude of customer service.
    - Reviewed top votes for criteria. Dennis will combine similar criteria to condense the list.
    - Some people may not have the opportunity to exhibit some of the criteria, but they do not have to show them all.
    - Discussed performance as a criterion for a customer service award. We will discuss in more detail at next meeting.
    - Using a criteria would help build a standards based award, with common metrics.

#### Action Items

1. Take survey cards and compile a list of five to seven questions. (Dennis Ihnat)
2. Rewrite RISE to Excellence Award Nomination Form to combine similar criteria. (Dennis Ihnat)

#### Next Meeting:

Date: May 9, 2007

Time: 3:00 – 4:30 PM

Place: NHC Sheriffs Department