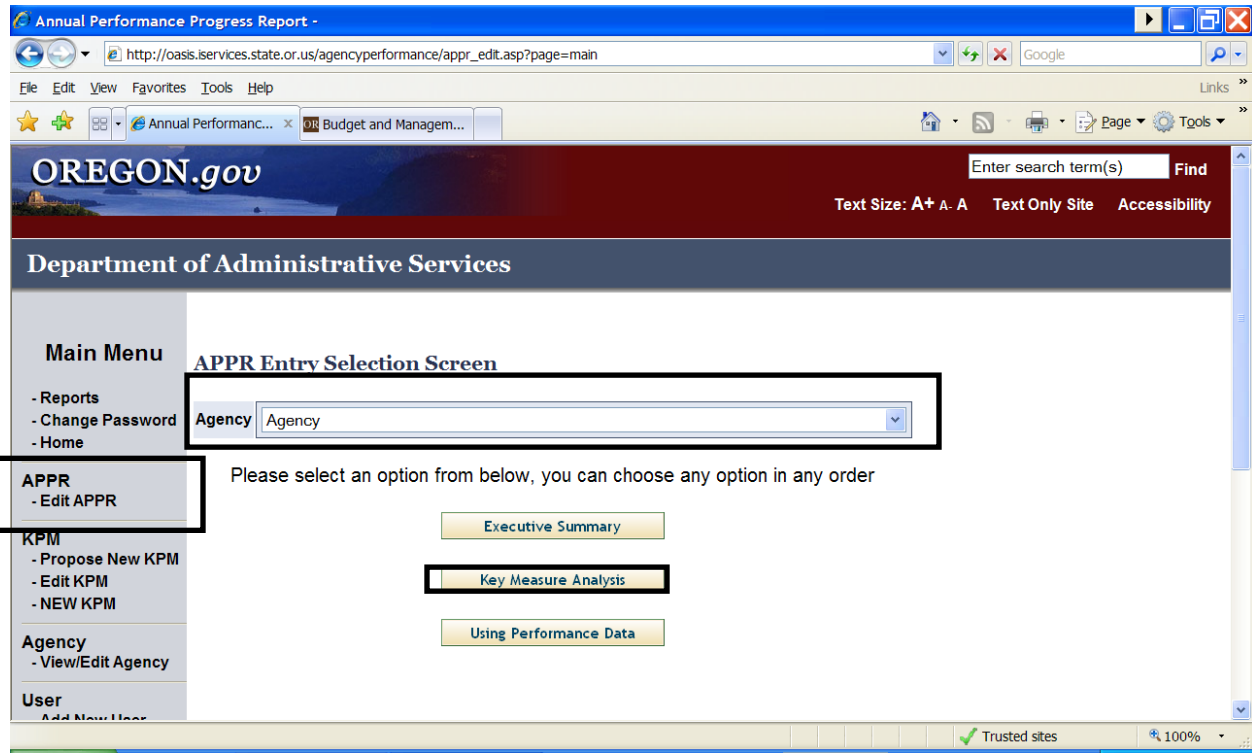


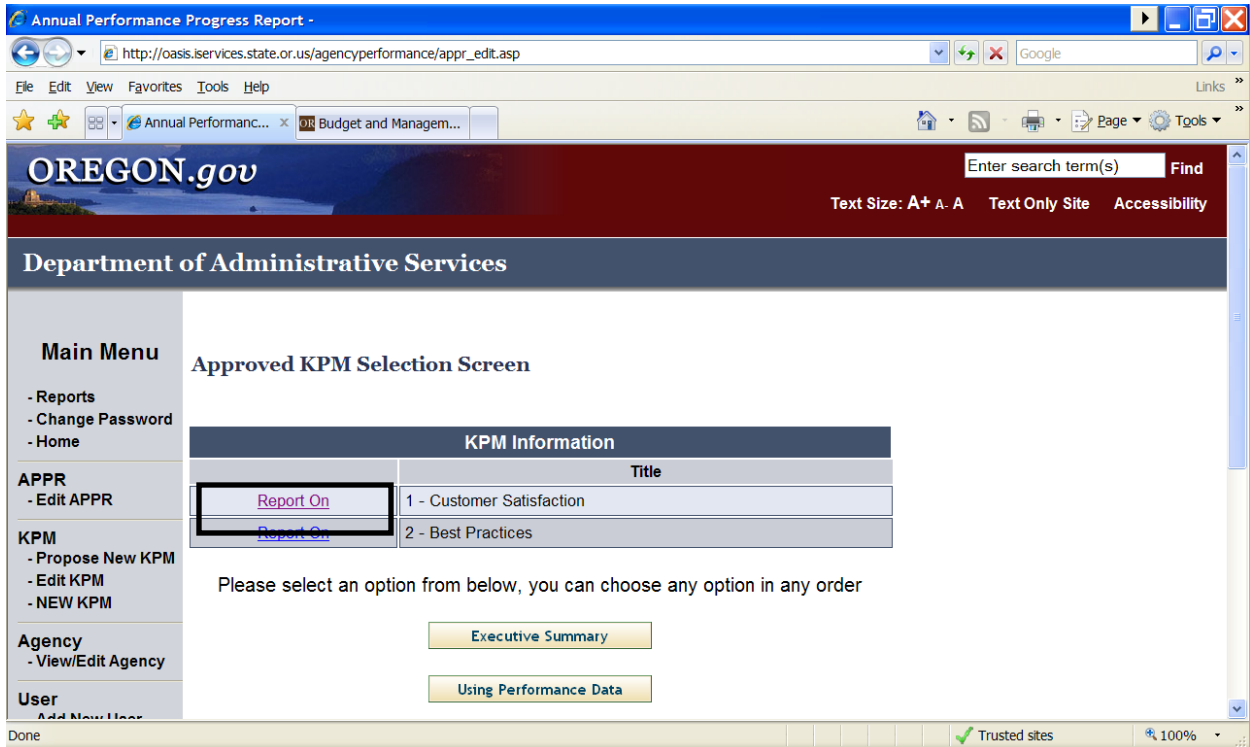
Updating Customer Satisfaction Measure



To update your Customer Satisfaction Measure Select “**-Edit APPR**” in menu and select your “**Agency**” from the dropdown menu.

The system will update with your information.

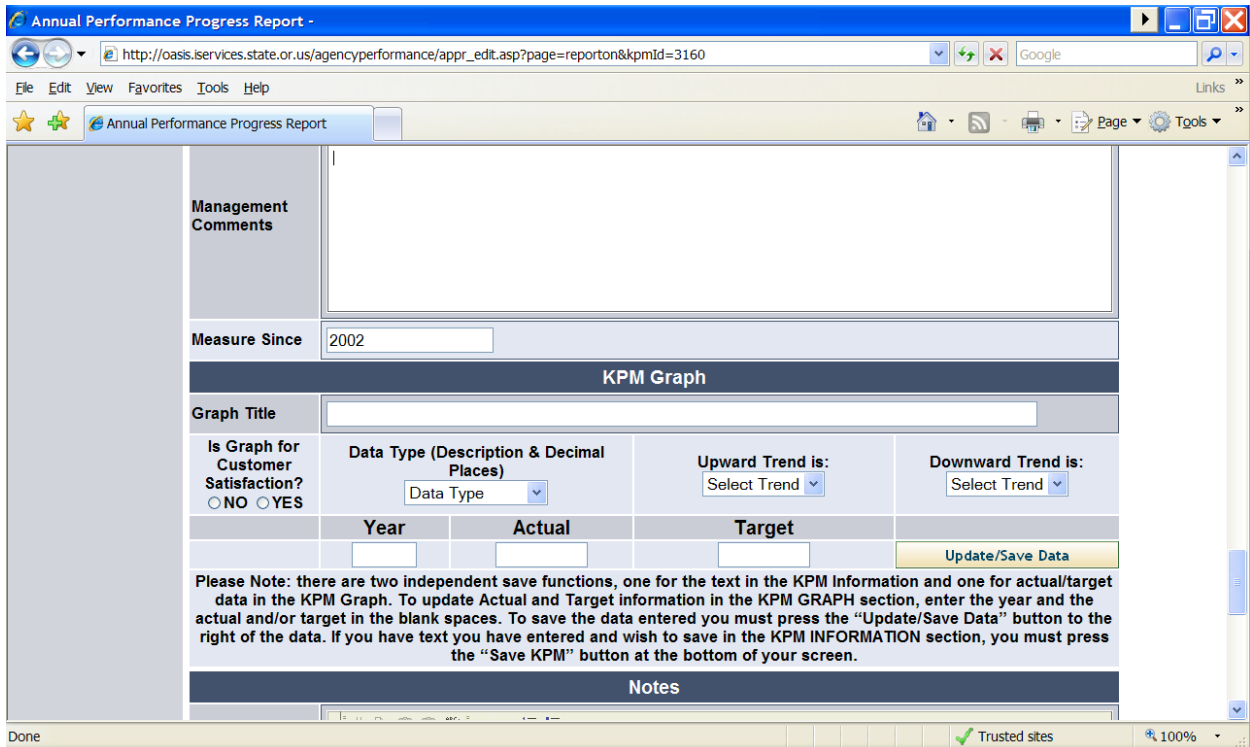
Next, click on “**Key Measure Analysis**” button in the middle of the screen.



The above screen will open with your perspective measures.

Select the Customer Satisfaction Measure by clicking on the “**Report On**” link to the left of title.

To update the graph scroll to the bottom of the page and as shown below:



Annual Performance Progress Report -

http://oasis.services.state.or.us/agencyperformance/appr_edit.asp?page=reporton&kpmId=3160

File Edit View Favorites Tools Help

Annual Performance Progress Report

Management Comments

Measure Since 2002

KPM Graph

Graph Title

Is Graph for Customer Satisfaction? NO YES

Data Type (Description & Decimal Places)
Data Type

Upward Trend is: Select Trend

Downward Trend is: Select Trend

Year	Actual	Target

Update/Save Data

Please Note: there are two independent save functions, one for the text in the KPM Information and one for actual/target data in the KPM Graph. To update Actual and Target information in the KPM GRAPH section, enter the year and the actual and/or target in the blank spaces. To save the data entered you must press the "Update/Save Data" button to the right of the data. If you have text you have entered and wish to save in the KPM INFORMATION section, you must press the "Save KPM" button at the bottom of your screen.

Notes

Done Trusted sites 100%

Enter the "Graph Title"

Select "YES" for "Is Graph for Customer Service Trend" then click the "Update/Save Data" button.

Annual Performance Progress Report -

http://oasis.services.state.or.us/agencyperformance/appr_edit.asp

File Edit View Favorites Tools Help

Annual Performanc... Budget and Managem...

measure Since 2002

KPM Graph

Graph Title

Is Graph for Customer Satisfaction? NO YES

Data Type (Description & Decimal Places)
Data Type

Service Criteria	Year	Actual
Service Criteria		

Update/Save Data

Please Note: there are two independent save functions, one for the text in the KPM Information and one for actual/target data in the KPM Graph. To update Actual and Target information in the KPM GRAPH section, enter the year and the actual and/or target in the blank spaces. To save the data entered you must press the "Update/Save Data" button to the right of the data. If you have text you have entered and wish to save in the KPM INFORMATION section, you must press the "Save KPM" button at the bottom of your screen.

Notes

Note

Done Trusted sites 100%

The system will indicate you need more information, ignore the message and scroll back to the bottom of the screen to begin to enter your Customer Satisfaction data.

Below is the list of Service Criteria reported for the measure.

Service Criteria	
Service Criteria	▼
Service Criteria	
Overall	
Accuracy	
Availability of Information	
Expertise	
Helpfulness	
Timeliness	

Entering Actuals

Is Graph for Customer Satisfaction? <input type="radio"/> NO <input checked="" type="radio"/> YES		Data Type (Description & Decimal Places) Percent (0 dec) x	
Service Criteria	Year	Actual	Update/Save Data
Service Criteria ▼			

Select the Service Criteria (Overall, Accuracy, Availability of Information, Expertise, Helpfulness, and Timeliness)

Enter the “**Year**”

Enter the “**Actual**” amount

Click on the “**Update/Save Data**” button.

Do the same for each criteria being reported, for all years reporting data. **SEE EXAMPLE BELOW**

Service Criteria	Year	Actual	
Overall	2006	90	2006 Data
Accuracy	2006	90	
Availability of Information	2006	76	
Expertise	2006	93	
Helpfulness	2006	86	
Timeliness	2006	90	
Overall	2008	88	2008 Data
Accuracy	2008	93	
Availability of Information	2008	78	
Expertise	2008	93	
Helpfulness	2008	91	
Timeliness	2008	84	
Overall	Target	90	TARGET
Accuracy	Target	90	
Availability of Information	Target	90	
Expertise	Target	90	
Helpfulness	Target	90	
Timeliness	Target	90	

ENTERING TARGET FOR CUSTOMER SERVICE MEASURE

As shown above, to enter the Target for 2009, 2010 and 2011, enter the data in the field provide below the headings.

Click **“Save KPM”** button for each criteria.

Once you are entered all the graph data for your customer satisfaction measure it should look like or similar to the example below in the APPR Report.

