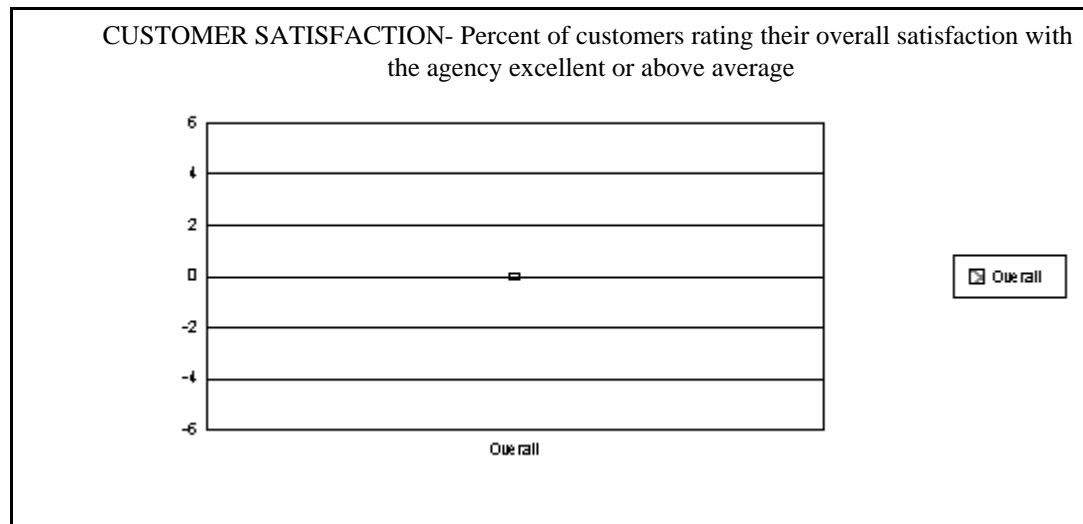


KPM #12	Customer Satisfaction- Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise aand availability of information.	2005
Goal	CUSTOMER SATISFACTION Percent of customers rating their satisfaction with the agency as excellent or above average.	
Oregon Context	Oregon Benchmark #35- Public Management Quality	
Data Source	Customer response to survey mailed with acknowledgement letter are entered into survey tracking system.	
Owner	Corporation Division, Peter Threlkel (503) 986-2205, John Lindback, Elections Division (503) 986-2339, and Mary Beth Herkert, Archives Divison, (503) 378-5196	



1. OUR STRATEGY

Listen to our customers and respond to their needs. Provide training and support to employees to provide high levels of customer service.

2. ABOUT THE TARGETS

A higher percentage means more customers are satisfied with the level of service received. Providing excellent customer service is a top priority for the agency and our customers.

3. HOW WE ARE DOING

Our customers consistently give us high ratings for: Overall level of service provided, Timeliness of the services provided, Accuracy in processing requests, Helpfulness of our employees, Knowledge and expertise of our employees, and Making information easily available. All targets are being exceeded.

4. HOW WE COMPARE

Benchmarking with other state agencies has not been completed.

5. FACTORS AFFECTING RESULTS

Customers want timely and accurate services from the Secretary of State. Listening to our customers allows us to develop and provide services that meet the customer's needs.

6. WHAT NEEDS TO BE DONE

Continue using feedback from surveys to identify areas where additional improvement is required. The Archives and Elections Division will join this KPM for the first time in 2008. The combined survey results of Corporation Division, Archives Division and Elections Division will begin reporting results by the end of 2008.

7. ABOUT THE DATA

The reporting cycle is an Oregon fiscal year. During one to two weeks each year, customer surveys are mailed with acknowledgement letters to all customers who file a business registration, notary public, or uniform commercial code transaction. Completed survey responses are entered into a database. The Elections Division and Archives Division will be adding survey data to this KPM for the first time for 2008. The survey data is not yet complete so the 2008 actual data will be added sometime prior to the end of the year.