



## 1. What state agency are you representing?

	Response Count
	14
answered question	14
skipped question	0

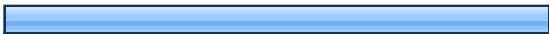

## 2. Does your agency include customer service as part of your mission statement?

		Response Percent	Response Count
Yes		78.6%	11
No		21.4%	3
	answered question		14
	skipped question		0

## 3. Please share your agencies customer service mission:

	Response Count
	9
answered question	9
skipped question	5



#### 4. Does your agencies staff annual performance expectations include a customer service component?

		Response Percent	Response Count
Yes		81.8%	9
No		18.2%	2
answered question			11
skipped question			3



#### 5. Please share your agencies annual performance customer service expectation criteria:

	Response Count
	9
answered question	9
skipped question	5




#### 6. Does your agency include customer service components in position descriptions?

		Response Percent	Response Count
Yes		81.8%	9
No		18.2%	2
answered question			11
skipped question			3

### 7. Does your agency provide customer service training to new and existing staff?

		Response Percent	Response Count
Yes		54.5%	6
No		45.5%	5
answered question			11
skipped question			3

### 8. List your top 3 training needs related to customer service and professional development.

		Response Percent	Response Count
1)		100.0%	9
2)		77.8%	7
3)		66.7%	6
answered question			9
skipped question			5

**Page 1, Q1. What state agency are you representing?**

1	Wisconsin Department of Agriculture, Trade and Consumer Protection	Sep 6, 2013 10:01 AM
2	DCF	Aug 15, 2013 5:51 AM
3	Department of Employee Trust Funds	Jul 22, 2013 5:38 AM
4	Public Instruction	Jul 19, 2013 6:46 AM
5	WDNR	Jul 16, 2013 3:27 PM
6	WHS	Jul 15, 2013 8:44 AM
7	DOR	Jun 20, 2013 1:51 PM
8	Department of Corrections	Jun 11, 2013 6:30 AM
9	Department of Military Affairs	Jun 10, 2013 9:08 AM
10	DOA	Jun 6, 2013 10:43 AM
11	DWD	Jun 3, 2013 4:07 PM
12	Department of Safety and Professional Services	Jun 3, 2013 3:39 PM
13	Department of Transportation	Jun 3, 2013 12:23 PM
14	Office of the State Public Defender	Jun 3, 2013 11:55 AM



**Page 2, Q3. Please share your agencies customer service mission:**

1	To ensure safe, high quality food for the consumer by: Providing education, consultation and regulation to food businesses to assist them in producing safe, high quality food. Responding to consumer concerns and information needs. Advocating for the food safety needs of the public. We will achieve our mission through creating a safe, comfortable work environment and providing effective, efficient services.	Sep 6, 2013 10:10 AM
2	The mission of the Department of Children and Families is to promote the economic and social well-being of Wisconsin's children and families. The Department is committed to protecting children, strengthening families, and building communities.	Aug 15, 2013 5:51 AM
3	To develop and deliver quality benefits and services to our customers while safeguarding the integrity of the Trust.	Jul 22, 2013 5:39 AM
4	Objectives from WDNR's Action Plan in support of the Mission Statement: 1) Define, "brand and market" the elements of customer service for DNR. 2) Create an agency-wide system to track, respond to (if required) and share customer feedback (includes letters, phone calls, in-person contacts, emails, etc.) 3) Create an agency-wide system to measure customer satisfaction post transaction based on DNR's elements of customer service. System needs to include options for customers to contact DNR on their own and for DNR to directly reach out to customers. 4) Improve transparency by creating a new process for notifying and obtaining public comment on proposed guidance that impacts customers.	Jul 16, 2013 3:27 PM
5	Mission The Wisconsin Historical Society helps people connect to the past by collecting, preserving and sharing stories. Guiding Principles 1.To reach out and partner with the broadest possible public 2.To present and promote sound and authentic history 3.To share our riches of staff, collections and services in ways that captivate and respect our many audiences 4.To collect and safeguard evidence of our diverse heritage according to the highest standards of stewardship	Jul 15, 2013 8:44 AM
6	Our vision: Make taxpaying less taxing. Implement good tax policy with emphasis on job creation Provide excellent customer service Operate efficiently Maintain a positive work environment	Jun 20, 2013 1:52 PM
7	The words "customer service" are not used, but the following relates: •Being responsive and sensitive to victims, victims' families and a diverse community. Other statements loosely related: •Actively responding to staff victimization and promoting wellness. •Treating a diverse workforce as valued partners by fostering staff development and effectiveness.	Jun 11, 2013 6:33 AM
8	Always Ready, Always There. The mission of the Wisconsin National Guard is to provide fully capable citizen soldiers and citizen airmen prepared to deploy anywhere, any time, to support community, state and federal missions.	Jun 10, 2013 9:12 AM
9	Dedicated people creating transportation solutions through innovation and exceptional service. In addition, Service is one of the 5 main performance measures for the department.	Jun 3, 2013 12:25 PM



**Page 3, Q5. Please share your agencies annual performance customer service expectation criteria:**

1	Core Competency for support functions: Employee provides prompt, high-quality customer service to staff, and internal/external customers. Employee is able to resolve issues effectively, timely and in a courteous manner. This employee is "approachable" for questions and issues that arise.	Sep 6, 2013 10:43 AM
2	Not the same in each PPD	Aug 15, 2013 5:52 AM
3	It is not the same for every employee, but there are customer service aspects in all positions. The goals are written based on position.	Jul 22, 2013 5:40 AM
4	DNR has 6 Agency-wide Performance Objectives that apply to all staff. One of them is Service Excellence and here are the benchmarks used to help guide our staff on what this means: Providing excellent customer service at DNR means that we are: Timely: We strive to return phone calls within one business day, emails within 2 calendar days, and deliver service and products in a timeframe that meets our customers' needs. Responsive: We are approachable and attentive and demonstrate a strong desire to resolve issues. Informative: We actively share information and clearly explain requirements, options, expected results, and timelines. Collaborative: We work collaboratively by openly communicating even if the communication is not what the customer was hoping to hear, by helping customers' solve problems, and by listening to customers' ideas and considering them appropriately. Effective Decision Makers: We strive to make effective and consistent decisions by following the law, using sound science, and practicing common sense. Dependable: We follow through on our commitments and support our decisions.	Jul 16, 2013 3:41 PM
5	•Customer Service (internal and external customers): Listens and responds effectively to customer questions, resolves customer problems to the customer's satisfaction, respects all internal and external customers, follows up to evaluate customer satisfaction and commits to exceeding customer expectations.	Jul 15, 2013 8:45 AM
6	Customer Orientation: Considers the perspective of both internal and external customers; applies knowledge and skills to the individual circumstances of each customer or customer group; understands the customer's business, needs and expectations. Positive Demeanor: Maintains a positive demeanor with supervisors, peers and customers; represents self and situations honestly; acts in responsive manner to meet or exceed customer needs and expectations. Respect and Professionalism: Accepts, embraces and works well in a diverse environment; treats all customers with respect; demonstrates courteousness and professionalism at all times; understands and maintains the confidence of others.	Jun 20, 2013 1:53 PM
7	1. Demonstrates an understanding of appropriate interaction with all customers. 2. Provides timely, thorough and informative responses to all customers. 3. Anticipates and meets customer needs. 4. Creates positive and professional interactions with all customers.	Jun 10, 2013 9:15 AM
8	Service Excellence: Provides value to stake holders (internal and external) by effectively responding to their needs. Makes excellent customer service a top priority and constantly seeks to improve customer service. Acts as a good listener and is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately.	Jun 3, 2013 3:41 PM
9	Customer Service • Demonstrates an understanding of appropriate interaction	Jun 3, 2013 12:26 PM



**Page 3, Q5. Please share your agencies annual performance customer service expectation criteria:**

with all customers. • Provides timely, thorough and informative responses to all customers. • Anticipates and meets customer needs. • Creates positive and professional interactions with all customers.



**Page 4, Q8. List your top 3 training needs related to customer service and professional development.**

1)

1	Dealing with conflict	Sep 6, 2013 10:44 AM
2	Communication Skills - oral and written	Jul 22, 2013 5:43 AM
3	The topics for training vary by program and are customized accordingly.	Jul 16, 2013 3:43 PM
4	Maintaining internal customer relationships	Jun 20, 2013 1:54 PM
5	Professional Communication - Verbal and Written	Jun 11, 2013 6:34 AM
6	Professional etiquette	Jun 10, 2013 9:16 AM
7	Communication	Jun 3, 2013 3:41 PM
8	Providing customer service training for difficult customers.	Jun 3, 2013 12:28 PM
9	Ability to work effectively with people, including those from different ethnic, cultural, political, economic, and religious backgrounds	Jun 3, 2013 12:03 PM

2)

1	Listening skills	Sep 6, 2013 10:44 AM
2	Presentation Skills	Jul 22, 2013 5:43 AM
4	Diffusing difficult situations with customers	Jun 20, 2013 1:54 PM
5	Handling Difficult Discussions	Jun 11, 2013 6:34 AM
6	Professionally written & spoken communications	Jun 10, 2013 9:16 AM
7	Tough conversations	Jun 3, 2013 3:41 PM
8	Communication.	Jun 3, 2013 12:28 PM

3)

1	interpersonal skills	Sep 6, 2013 10:44 AM
2	Generational Gap - understanding	Jul 22, 2013 5:43 AM
4	Maintaining composure under pressure	Jun 20, 2013 1:54 PM
6	The importance of timely response	Jun 10, 2013 9:16 AM
7	General customer service training	Jun 3, 2013 3:41 PM
8	Leadership.	Jun 3, 2013 12:28 PM