



HUMAN RESOURCES BULLETIN

OHR Customer Service Survey Update

August 1999

In November 1998, the Office of Human Resources distributed a Customer Service Survey to the entire Goddard Space Flight Center (GSFC) workforce. The overall objective of the survey was to provide a barometer for assessing customer perceptions regarding OHR services provided to the GSFC workforce.

The benefits of your feedback to OHR included:

- Helping OHR employees see OHR through the eyes of our customers,
- Identifying improvement opportunities within OHR, and
- Providing a baseline assessment of customer satisfaction against which future survey results can be compared.

What did you tell OHR?

- OHR employees are viewed as Courteous, Professional and Competent.
- Customers acknowledge OHR employees work under some difficult constraints.
- Customers want OHR employees to be more responsive in the performance of daily operations.
- OHR needs to re-establish credibility in meeting commitments.

What has OHR done with the Customer Service Survey feedback?

We have taken several steps to respond to our customer feedback and improve our effectiveness.

- We established two day-to-day operation ground rules that apply to all OHR employees:
 - We will respond to all business phone calls within one business day all of the time.
 - We will meet 100% of commitments to clients – deliver as promised!
- We identified three desired outcomes of our efforts to be:
 - GSFC has the right people, in the right places, with the right skills, at the right time,
 - The GSFC culture attracts and brings out the best in people, and
 - OHR is recognized as customer-driven, responsive and delivering value to GSFC employees!
- We committed to evaluate three functional Human Resource areas within six months that focus on concerns raised in the Customer Service Survey in order to identify improvement opportunities for the Center. These areas are:
 - Workforce Planning,
 - Hiring/Internal Competitive Placement, and
 - Learning and Development
- An OHR Operational Plan aligned with the Center's Strategic Implementation Plan was developed in parallel with the Customer Service Survey. We are incorporating feedback from the Customer Service Survey into the implementation of the Operational

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Plan through the OHR Race for Change initiative, currently in progress. In the Race for Change, our entire OHR workforce is deployed into six change agent teams that will address many of the comments raised in the Customer Service Survey feedback. The teams primarily have an internal focus aimed at providing OHR staff with the tools and knowledge to support our customers better, and are as follows:

- Continual Learning
- Empowerment
- Internal Communication
- New Employee Support Transition Team
- Teamwork

➤ Value-Added Collaborative Partnership

The OHR family believes we are moving in the right direction, and we hope that our customers have already begun to experience positive results. We plan to follow-up this HR Bulletin with more specifics about your feedback and to reflect specific linkages between actions taken and your feedback from the Customer Service Survey. We thank you for your continued support.

Jerry W. Simpson
Director of Human Resources