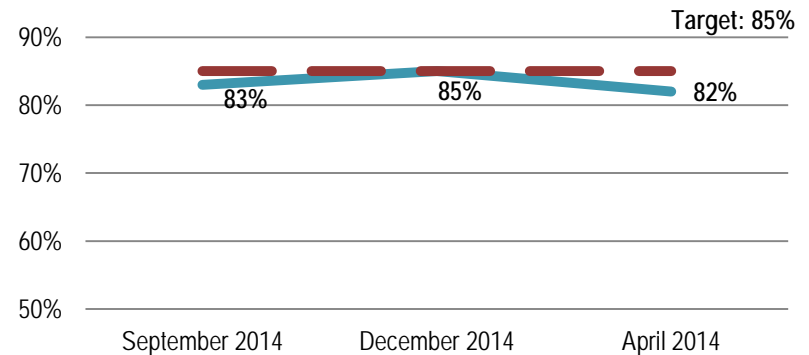


# Increase Customer Satisfaction to 85% by June 30, 2015

## Current State and Next Steps

- Needs improvement: Currently at 82% for FY15.
- Conducting a pilot with 11 agency core processes for FY15.
- Next Steps: Goal Council will discuss lessons learned from pilot and explore how to continue to measure customer satisfaction in Goal Five.

1.1: Percent of Satisfied Customers



## Pilot Agency Core Processes

Indicator	Process
●	<b>Outcome Measure 1.1 - Increase customer satisfaction to 85% by June 30, 2015</b>
✔	AGR Fruit and Vegetable Inspections
✔	DOL In Person Service
●	DOL Phone Center
●	DOL Online Information
✔	DOL Online Transactions
●	DOR Overall Customer Satisfaction
✔	DSHS Washington Connection Survey
✔	Ecology 2014 Permit Applicant and Inspected Customers Survey
✔	LNI Injured Worker Overall Experience with Claim Manager
✔	LCB License Applications
✔	WDFW Hydraulic Project Approval Permits