

## Customer Service Critical Element (minimum 15% weight, but no prescribed weight).

A Customer Service element is required for all performance plans to uphold customer service standards and measure an individual's overall responsiveness to internal and external customers, stakeholders, and the public. This element supports the ITA-wide goal to "Foster Excellent Relationships with Customers and Stakeholders".

The customer service element is provided below for inclusion as written in an employee's individual performance plan.

**Instructions** - This Customer Service Critical Element must be used for ALL employees. Please cut and paste the blue text onto the CD-430 Performance Management Record critical element for **Customer Service**

<b>Critical Element and Objective</b>	
Customer Service To respond to internal and external customers, stakeholders, and the public.	
<b>Weighting Factor</b> (The weight for each element should reflect the significance within the framework of the Department's or bureau's organization goals. Weights should not be assigned based on the percentage of time an employee spends working on that element.) <b>Enter the weight for this element in the adjacent box..→</b>	<b>Element Weight</b>
<b>Results of Major Activities:</b> Identify results that need to be accomplished in support of the performance element. A minimum of 3 and a maximum of 6 measurable results must be listed.	
<p>Customer service is provided in collaboration, consultation, and partnership with customers, other agencies, and stakeholders.</p> <p>Customer inquiries are acknowledged, and customers are apprised of the status of the inquiry and when to expect resolution.</p> <p>Customer needs are identified, and issues are clarified in communications with the customer.</p> <p>Customer expectations are managed to ensure that customers understand the type and level of service available and expected time frames.</p> <p>Responses to customer inquiries for information or services comply with [Insert "office" name] standards.</p>	
<b>Criteria for Evaluation:</b> Supplemental Standards are required for each element and must be defined at Level 3 performance in terms of quality, quantity, timeliness, and/or cost-effectiveness. Attached Generic Performance standards also apply.	
<p>Based on direct observation and input/discussion with customers, stakeholders, and or peers:</p> <p>Routinely responds to customer requests with factually accurate information that is consistent with [Insert "office" name] and departmental guidance and policies, as well as other relevant program or technical documents.</p> <p>Work products reflect thorough research and consideration of customer issues and concerns.</p> <p>Routinely responds to inquiries (i.e., mail, written requests, or telephone calls) within 16 business hours or by the established deadline. If information is not readily available, usually responds to requests within 24-48 business hours or by the established deadline.</p> <p>Oral and written responses to customers are usually clear, courteous and directly address issues and questions.</p> <p>If on approved absence, an automated notification e-mail will normally be sent in response to in-coming messages that indicates your absence, the period of absence and identifies an alternate contact. Voice mail messages must also provide the caller with the same information.</p>	