

Customer Service

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A Different Approach



Expectations

Do you truly know **what** your customer expects?

Seek Understanding

- Met face-to-face with customers to understand their expectations.
- Established a way to measure success.
- Interviewed 80+ customers in pairs to see how well the expectations were being met.

TIMELY & TRANSPARENT PROJECT PRIORITIZATION, PLANS & DELIVERY



DOES NOT MEET

EXPERT & COLLABORATIVE CONSULTATION



SOMETIMES MEETS

EFFECTIVE & VIGILANT APPROACH TO CYBERSECURITY



MEETS

PROACTIVE & CLEAR COMMUNICATION



SOMETIMES EXCEEDS

RESPONSIVE & PERSONALIZED SERVICE



ALWAYS EXCEEDS

RELIABLE, DEPENDABLE & INTUITIVE SYSTEMS



RELEVANT TECHNOLOGY & APPLICATION TRAINING & CONSULTING



Next Steps

How do we continually improve?

AMPLE COVERAGE



EXCELLENT TOOLS, TRAINING, & DEVELOPMENT OPPORTUNITIES



PERSONAL ACCOUNTABILITY



POSITIVE TEAM CULTURE



FAIR & APPROPRIATE COMPENSATION



PROACTIVE & EFFECTIVE PLANNING



TRUSTFUL & RESPECTFUL TREATMENT



PLEASANT & HEALTHY WORK ENVIRONMENT



TIMELY & CONSISTENT COMMUNICATION

DOES NOT MEET

SOMETIMES MEETS

MEETS

SOMETIMES EXCEEDS

ALWAYS EXCEEDS

Where Does Success Start?

You can't give what you don't have...

Now what?

You are here.

Who else is here with you?