

## Internal Customer Survey

(Text in this courier font and brackets are comments for discussion only and are not part of the actual questionnaire. These are the actual questions we have used to gauge internal customer satisfaction with internal support units in our organization. We do allow the addition of more specific questions when warranted, but always maintain these generic questions as well. We have been very satisfied using this questionnaire.)

**Instructions:** Please think about your personal experience with the XYZ unit during the past year. Then select the appropriate response to each statement below, indicating if you *Strongly Disagree*, *Disagree*, *Neither Agree nor Disagree*, *Agree*, *Strongly Agree*, or if you have *No Interaction with Staff* of the unit when it comes to that particular statement.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	No Interaction with Staff
<b>The staff of XYZ unit ...</b>						
<b>[Communication]</b>						
... are clear in their written communication.						
... are clear in their verbal communication.						
... inform me of the information/services that they can provide.						
<b>[Timeliness]</b>						
... keep me informed about the status of my requests.						
... deliver information/services at the agreed upon date.						
<b>[Quality/Consistency/Accuracy]</b>						
... provide high quality information/services.						
... provide accurate information/services.						
<b>[Value]</b>						
... provide information/services that I can use.						
... enable me to do my job more effectively.						
<b>[Knowledge]</b>						
... are able to answer my questions.						
... are knowledgeable.						

# Internal Customer Service Satisfaction Survey Questions

**Tobias Bleicker**

## **Internal Customer Service Satisfaction Survey Questions:**

**Customer Satisfaction** Nigel Hill, Greg Roche, Rachel Allen, 2007 This book does a tremendous job of bringing to life customer satisfaction and its significance to modern businesses. The numerous examples contained within the book's pages have proved a fresh and continuous source of inspiration and expertise as I work with my organisation in helping them understand why we should do what matters most to our customers and the lasting effect such actions will have on both our customer loyalty and retention. The authors are to be commended

## **Total Quality Management in Human Service**

**Organizations** Lawrence L. Martin, 1993-09-10 Now that business, government and other fields are embracing Total Quality Management (TQM) as their management philosophy, TQM may also hold the solution for problems that exist in human service organizations today. After a brief history of TQM, the author discusses the philosophy of management quality as an organizational goal, the challenges of determining an organization's customers and collecting and using customer quality data. He also describes how to achieve quality improvement through teamwork and shows how to use brainstorming, cause and effect diagrams, check sheets and pareto analysis. Among the other topics examined are contractor involvement, training top management personnel, training middle managers and staff, and selecting an implementation strategy. All the examples used in this volume are drawn from the fields of public administration, gerontology, public health and management of nonprofit organizations. Total Quality Management in Human Service Organizations is a good backgrounder for human service administrators and organizations prior to undergoing a more detailed agency discussion of or training in TQM. It is also of great value to students and faculty in social work administration programs who are interested in the basics of TQM.

**Keeping Score** Mark Graham Brown, 1996 Every quality conscious organization needs to measure critical data but many businesses waste time tracking and reviewing non-essentials. This innovative book shows how to concentrate on the few key measures that indicate a firm's true performance. It focuses on the areas considered vital in the Baldrige Quality Award criteria, the premiere model for evaluating overall quality. Readers will learn to select and use the right metrics for measuring financial, operational and quality efforts as well as longer term measures such as customer and employee satisfaction, supplier performance, product service quality and environmental compliance. This guide will help them evaluate their current approaches to measurement, select the right metrics, collect and report data more efficiently and usefully, use the information to promote teamwork and strategy

**Assessing Service Quality** Peter Herson, Ellen Altman, 2010-01-19 This classic book is brought fully up to date as Herson and Altman integrate the use of technology into the customer experience. They offer solid practical ideas for developing a customer service plan that meets the library's customer focused mission, vision and goals, challenging librarians to think about customer service in new ways

## **Internal Client Satisfaction Survey Report**

Colorado. Department of Human Services. Administrative Review Division, 2001

## **Operations Management**

Joel D. Wisner, 2016-06-20 Finally an operations management book to get excited about. Operations Management: A Supply Chain

Process Approach exposes students to the exciting and ever changing world of operations management through dynamic writing application and cutting edge examples that will keep students interested and instructors inspired Author Dr Joel Wisner understands that today s students will be entering a highly competitive global marketplace where two things are crucial a solid knowledge of operations management and an understanding of the importance for organizations to integrate their operations and supply chain processes With this in mind Wisner not only provides a clear and comprehensive introduction to operations management but also gives attention to the important processes involved in linking firms operations in a supply chain environment *Information Development* JoAnn T. Hackos,2007-01-29 A revolutionary new resource that brings documentation product management ideas up to date The 1994 bestselling classic *Managing Your Documentation Projects* set the industry standard for technical documentation However since then much has changed in the world of information development With this new title JoAnn Hackos looks beyond the structured project of the 1980s and 1990s Instead she focuses on the rapidly changing projects of the 21st century and addresses how to introduce agile information development without neglecting the central focus of planning information design and development around the needs of information users As an information development manager you are expected to reduce costs and project time do more work with fewer resources and less money and increase the value of the information you deliver Recognizing this Hackos has carefully designed this book to help you do precisely that She helps you make strategic decisions about information development and directs the discussion of project management toward smarter decision making An update of the original 1994 *Information Process Maturity Model* IPMM presents you with a method by which you can compare the state of your organization to others evaluate your current status and then consider what is necessary in order to move to the next level *Information Development* offers a completely new look at best practices for all phases of the document development lifecycle including Managing a corporate information portfolio Evaluating process maturity Partnering with customers and developing user scenarios Developing team effectiveness and collaboration Planning and monitoring information projects Managing translation and production Evaluating project performance Managing for quality efficiency and cost effectiveness The companion Web site includes electronic versions of the templates and checklists featured in the book Wiley Technology Publishing Timely Practical Reliable Visit our Web site at [www.wiley.com/combooks](http://www.wiley.com/combooks)

*Fall Meeting, September 29-October 2, 1991* Council of Logistics Management (U.S.). Conference,1991 **The Journal for Quality and Participation** ,1994 [AMA Handbook for Customer Satisfaction](#) Alan F. Dutka,1995 [The African Journal of Finance and Management](#) ,2016 [APMR](#) , [SADC Parliamentary--civil Society Engagement Handbook](#) Tim Hughes,2006

*Creating Value for Customers* William A. Band,1991-03-20 The 1990s bring challenges to American business that will require radical new management strategies The management revolution gathering momentum across the country puts customer value creation as Priority One Shows you why customer value creation is vital for business success and teaches you

how to transform your organization into a high value delivering enterprise You ll find all the tools and approaches for value creation that give senior executives and top level managers a reliable road map for strategic change And you ll learn these techniques and methods from actual case study examples of industry leaders who are now pioneering the new approaches for becoming increasingly valued by their customers

**Perspectives in Human Resources** Society for Human Resource Management (U.S.). National Conference,1991

**Mobius** ,1991 *Group Practice Journal* ,2009

*Transportation Research Record* ,1998

**Juran's Quality Handbook 7E (PB)** Joseph A. Defeo,2016-11-11

The cornerstone text on quality management and performance excellence thoroughly revised to reflect the latest challenges and developments The body of knowledge for the science of quality management and performance excellence for more than half a century Juran s Quality Handbook has been completely updated to meet the ever changing needs of today s business and quality professionals

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CFO. ,2006-07

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