



# OFFICE OF ADMINISTRATION ADMINISTRATIVE POLICY

POLICY TITLE: <b>Customer Satisfaction Policy</b>	AUTHORIZED BY:
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ISSUED: <b>March 1, 1997</b>	REVISED:

I.       General Statement

The Office of Administration is committed to creating a customer responsive and solution driven environment.

II.      Policy

Office of Administration employees will show concern by:

- A. Asking customers what they need and expect.
- B. Listening to customers and confirming that we understand their needs and expectations.
- C. Meeting customer's needs and expectations while maintaining accountability.
- D. Determining if customer needs and expectations are met on an ongoing basis.