

Goal Linkage Goal 3 – Improve the overall management of the EEO complaint Process.  
 Goal 4 – Recruit, develop, train and retain a highly competent and diverse workforce by promoting a positive work environment.

Objective Linkage Objective 3.1 – Improve the efficiency of the EEO complaint process.  
 Objective 3.4 – Keep stakeholders advised of program issues and developments.  
 Objective 3.5 – Improve customer service.  
 Objective 4.1 – Develop effective employee training and education strategies.

**Measure # 9 Improve customer satisfaction rate**

Performance Targets

Baseline	FY 2009 Target	Strategic Target
80% Satisfied	82% Satisfied	85% Satisfied

Data Source Customer Surveys of ORM stakeholders.

Who Provides Data Customer Service Manager

Data Verification Analysis of customer service survey responses from Complainants and Aggrieved Parties and follow-up by Customer Service Division (CSD) and managers.

Data Definition Percentage of Complainant and Aggrieved Party surveys returned with favorable responses.

Formula Number of favorable responses divided by number of surveys returned to CSD, multiplied by 100.

Process Owner Customer Service Manager

Contact: Brenda Lewis