

Minutes

PCIE Joint Government Performance And Results Act/Human Resources Roundtable

November 4, 2003, EPA East, Constitution Ave. NW 9:30-11:30 AM.; Over 75 attendees.

Topic: Designing, Deploying and Using Customer Surveys for Planning, Measurement and Performance Improvement. *Featuring a Panel Consisting of:*

- Bernie Lubran Federal Consulting Group, Dept. of the Treasury
- Kate Blunt Pension Benefits Guarantee Corporation
- Rhudy Tennant GSA OIG
- Jim Henderson GSA OIG
- Robert Mc Gregor FDIC OIG
- Larkin Jennings EEOC OIG

Chair: Michael Binder, EPA OIG

Key Themes and Ideas: *(attribution is not given to particulare individuals or agencies)*

- Planning is dependent on listening to the customers about: communications, transactions, internal services, customer complaints (a gift of information), employee engagement.
- Customer surveys are linked to strategic plans, performance measurement and action plans.
- Design surveys to be the foundation for action: they should identify strengths and areas for improvement. Only ask what will be useful, and what you are willing to act on.
- Management must be committed to using Customer Surveys as a basis for action.
- Results need to be reported to management, staff and customers regularly.
- Customer surveys are a key GPRA Measure, they support the PMA and the PART.
- IGs use surveys for Audit and Investigation products to identify significant needed changes in relevance, timeliness, usefulness, fairness, accuracy, balance, added value, communications.
- Surveys are used to target areas of the greatest relevance and vulnerabilities, & raise OIG profile.
- OIG surveys are used for every product, through hard copy, electronic form, and as interviews.
- Some IGs use consultants, most do it in house. Response rate is about 50% on IG Customer surveys.
- Surveys do not have to be statistically valid if they ask the right questions linked to results.
- The American Customer Service Index (ACSI) uses surveys tied to econometric models to measure performance and identify areas for improvement and are linked to GPRA outcome goals.
- Mistakes include measuring the wrong program or using the wrong measures, or using a non-statically valid survey to project conclusions with statistical precision.
- Surveys are used to re-engineer processes and products by asking “what value do we add”?
- Customer Survey Results go to a Customer Satisfaction Working Group, which is a cross functional group which reviews results and makes recommendations to Operations Board with authority to act.
- Reach for Excellence program has three parts: Strategic Planning, Board meets monthly to review survey results; Town hall meetings to reports results to staff; results communicated to customers.
- Customer surveys were used to determine that OIG reports were not timely or responsive and that a significant product and process change was needed. Usefulness factor of IG work drove change.
- Survey asked if managers are getting the information they need & how else can the IG be useful?
- IG Surveys go out with all final IG reports, with about a 47%-50% return rate.
- IG OI Surveys; used for 2 types: Transactional and Employee Reports
- IG OI survey results go to AIG, supervisor/SAC, then staff member, with followup with respondents.
- OIG surveys are sent to a segment of the agency in a particular quarter - used to target actions.
- OIG uses face to face interviews with the top executives and electronic surveys for the next level.
- A full report is made to all OIG employees, IG, and Chairman of the agency. An OIG Action Plan is made.
- Challenges include length of the survey (shorter gets a better response rate).
- Tools for data collection: Web-based, In-person, US Mail, e-Mail, Telephone, Focus Groups
- Statistical reliability is not necessarily needed for surveys used for internal information.

The Next PCIE GPRA Round Table Meeting will be December 10, 2003, 9:30-11:30 AM in Room 1153 EPA East (12th ST & Constitution Ave. NW) “A Measurement Fair” Each OIG is asked to bring a list of performance measures they use to display or present. Call (202) 566-2617 or E-Mail (binder.michael@epa.gov) for questions, comments or make suggestions about future GPRA Round Tables.