



## Employee Recognition Heats Up For The Summer!

## Governor's Commendations

On April 30th, twenty-three individuals and teams will be recognized at the quarterly Governor's Commendation Event for their exceptional service. The following stories highlight two individuals who will receive a Governor's Commendation.

### Katy Pando

Responding to the Governor's challenge to reduce water usage across the state, Katy Pando went "above and beyond" her normal work duties to create an education course on water conservation for the employees of the Georgia World Congress Center Authority (GWCCA). Her work to educate employees about the importance of water conservation during the drought not only reduced water consumption within GWCCA, but individual home use as well.



### Shaywen Hawkins

Shaywen Hawkins, a Department of Community Health employee, responded to a phone call from new parents worried about their special-needs infant's discharge from the hospital. Even though it was a holiday weekend, Shaywen immediately assisted the family by helping to schedule a doctor's appointment, fill the necessary prescriptions and obtain a disability sticker for their vehicle.

"As amazingly simple as it may be, customer service is merely treating others the way we wanted to be treated," said Shaywen. "Great customer service or treating people with sincere respect is an obligation as well as an opportunity to 'pay it forward'; after all, we all end up as a customer sooner or later."

To see the full list of winners and their stories visit <http://team.georgia.gov>.

**Catch Someone  
Doing Something  
RIGHT!**

Team Georgia is serving customers better each day, and Governor Perdue wants to show his appreciation for all that you do to serve faster, friendlier and easier. To that end, we are pleased to sponsor statewide recognition programs focused on customer service. These programs include "anytime" recognition opportunities.

### "Anytime" Recognition

The "anytime" recognition opportunities include Governor's Commendations and Customer Service "Heroes" recognition. These programs provide all state employees with a great opportunity to recognize and reward "Service in Action" across the state.

You can join us as we "catch" great customer service across the state by nominating someone today at <http://team.georgia.gov>.

### Our Customer Service "Heroes"

Here are a few state employees we recently "caught" going "above and beyond" their normal job activities. To read their full stories visit us online at <http://team.georgia.gov>.

- **Jennifer Ochs**, a Medicaid Eligibility Specialist, is recognized for her superb customer service day-in and day-out. One customer recently mentioned how Jennifer is "one in a million" and always eager to serve.
- **Melissa Royals** from the Division of Family and Children's Services is recognized as a Customer Service Hero for her performance under pressure and the winning attitude that keeps her team members producing the right work the right way.
- **Diana Linder**, a Software Specialist for the Georgia Public Safety Training Center, is recognized for her diligence in training fifty percent of her agencies employees in the *Art of Exceptional Customer Service*.

## Valdosta State University Staff Says Thank You

Valdosta State University (VSU) Auxiliary Services is leading the campaign to thank and reward students who are parking in remote lots and taking shuttle buses as part of the "growing pains" associated with campus construction. VSU is in the process of building two multi-level parking garages to accommodate the university's current and increasing student enrollment.

During the construction of the parking garages, students were asked to park in temporary lots and use the expanded shuttle bus system. To say "thank you" to these students, Auxiliary Services enlisted assistance from VSU staff and faculty to distribute bottled water and food coupons. The staff also distributed special spring break beach towels to the students as a gesture of appreciation for their patience.



*Terrance Sullivan, academic advisor for VSU's Student Success Center, and other faculty and staff passed out beach towels on March 5 to students using the remote parking spaces at North Campus.*

## Rapid Process Improvement Continues to Soar



*The Rapid Process Improvement (RPI) team from Georgia Perimeter College (GPC) tests their skills at flying paper airplanes during a recent RPI training workshop.*

*The RPI program is working with GPC to improve student advisement. So far, GPC has conducted three successful new student orientations using the tools and formats developed through their work with RPI. These new improvements will enable Georgia's students to achieve academic success through an excellent advising process.*

## Vital Records Experiences The "Value" of RPI

Vital Records has teamed up with the RPI program to improve service to their customers seeking birth certificates.

One of the initial steps in the RPI process is to create a Value Stream Map (pictured below), which is a visual layout of the step-by-step process required to access and copy a birth certificate for a customer. It is an important tool for the RPI team as it helps identify wasted processes and areas for improvement.

### Improving walk-in services

A distinguishing feature of the RPI program is that it seeks improvements based on employee observation. "RPI has given me an idea about what my customer experiences," said one Vital Records employee. "It made me want to improve services."

This month Vital Records completed the first of five RPI events. The focus for the first RPI was to improve service to walk-in customers seeking copies of



*The Value Stream Map is used to explain the different steps needed to acquire a birth certificate at Vital Records.*

birth certificates. The initial goal was to reduce wait times for customers by 25 percent.

### RPI walks the line

One solution to improve service to walk-in customers was to divide them by the services they required. Those seeking to acquire copies of birth certificates were placed in a blue line, while those seeking to make changes to their records were placed in a yellow line. This simple but effective change is credited as an important factor in the current success at Vital Records.

### Outstanding results!

Using the Value Stream Map and the improvements made to the customer walk-in area, Vital Records has achieved outstanding results. In the past, the average wait time for a walk-in customer seeking copies of a birth certificate was nineteen minutes.

Now customers are waiting an average of **TWO minutes** to receive a copy of a birth certificate. This indicates an impressive **89 percent reduction in wait times**.

Again, with an initial goal to reduce wait times by 25 percent, it is exciting to see the positive impact RPI is already having on the birth certificate process at Vital Records.

"These folks know Vital Records inside and out," said Deputy Director, Dr. Romeo Stockett. "To see the employees get excited is really encouraging. I'm behind this 100 percent."

## 678.georgia in Atlanta

Need a state service? Don't know who to call? If you're in the Atlanta calling area, you can now dial **678.georgia**, the local number for 1.800.georgia. When you call **678.georgia** trained agents will connect you to the right person or place responsible for the service needed.

### Fun facts about 1.800.georgia

Here are a few quick facts that you might not know about 1.800.georgia:

- » Answers an average of 1,000 calls per day
- » Monday is the busiest day
- » Citizens from Fulton County call most frequently
- » Number one service requested is Child Support Services
- » Top five agencies by call volume- DHR, Dept. of Revenue, Driver Services, Secretary of State, and Dept. of Labor
- » Customer satisfaction rating is 90 percent
- » 1.800.georgia is open Mon - Fri, 8:00 a.m.- 6:00 p.m. Closed on state holidays.

### "Sticking" with 1.800.georgia

Look for the new 1.800.georgia stickers that fit easily onto your telephone. If you receive a call that doesn't belong to your agency these stickers will serve as a reminder to redirect the caller to 1.800.georgia, or if they live in the Atlanta area, use 678.georgia.



## Governor's Office of Customer Service

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