



FASTER. FRIENDLIER. EASIER.

August 2006

Customer Service Initiative Reaches Out to 130,000 Employees

Governor Sonny Perdue officially kicked off the implementation phase of agency plans on July 25th. He challenged employees to share the excitement as members of Team Georgia.

"Customer service is about taking care of the real stakeholders in state government, the people of Georgia, who pay all our salaries," said the Governor. "It is about addressing real human needs; it's about being ready to serve. This is the goal that will unite us. We are over 100,000 strong. We are going to work together to become one team with one mission: Team Georgia. Ready to Serve."



Team Georgia. Ready To Serve.

Georgia Customer Service **FASTER. FRIENDLIER. EASIER.**

We have to "think about our customers, but think also about our staff—what engages our staff. We think it is the purpose that they have, the values they bring to work every day, the need, the desire to strengthen families."
-Commissioner B.J. Walker

"We have a shared responsibility to build a customer-focused culture in our Departments."
-Commissioner James E. Donald

Wherever we go, we are the face of government. We are Team Georgia."
-Commissioner Mike Beatty

Speakers for the event included (from left) Governor Sonny Perdue; Joe Doyle, Director of the Governor's Office of Customer Service; Commissioner James E. Donald, Dept. of Corrections; Commissioner B.J. Walker, DHR; Commissioner Gregory C. Dozier, DDS. Speakers not pictured: Commissioner Mike Beatty, Dept. of Community Affairs; state CFO Tommy Hills; state COO Jim Lientz.

Record numbers logged on to watch the live web cast. The archived web cast is available at: <http://www.team.georgia.gov>



Employees around the state had the opportunity to be part of the event thanks to the live web cast.

University System of Georgia Creates Customer Service Web Site

Chancellor Erroll B. Davis, Jr. has asked the 38,000 faculty and staff working in Georgia's 35 public colleges and universities to provide faster, friendlier, more efficient service to the people they serve, including some 253,500 students.

The University System of Georgia (USG) has announced the launch of its customer service web site at www.customerfocus.usg.edu. Visitors to the site can monitor progress at campuses and view customer satisfaction scores.

Agencies Begin Rollouts of Customer Service Plans

This month, agencies are focused on communicating their individual customer service plans to all employees.

"We conducted our normal bi-monthly staff meeting where we spent approximately 40 minutes informing our staff of how they fit into this [the customer service] effort," Greg Mason of the Georgia Environmental Facilities Authority said.

At GTA, Shawn Whitney is holding 30 small meetings to reach and accommodate employees who work 3 shifts and who are located throughout the state. A web site focused on customer service was also created on the GTA intranet at <http://qtainsider.gagta.com/>



GEFA employees view a PowerPoint presentation about customer service in their agency.

42 agencies. 35 units of the University System of Georgia. 34 Technical Colleges.
We are

Team Georgia. Ready To Serve.

Look for the banners!

The message is everywhere! Look for the 4,000 posters and 267 banners now on display all over Georgia.

We want to see all the places posters and banners have been hung, so be sure to take a picture!

Send your photos to cyoder@ocs.ga.gov.

In the Capitol Building



At the Governor's Mansion



Welcoming visitors to Consumer Affairs



At a Champions Meeting



In a cubicle



Entering the GBA parking deck



At the toll booth on Georgia 400



 **FASTER. FRIENDLIER. EASIER.**

Georgia will have the **BEST** customer service of any state in the nation

Governor's Office of Customer Service
404-463-5914

Jerri Cloud, *Director of Communications*
Cassie Yoder, *Communications Intern*

<http://team.georgia.gov>

A special thanks to the following GBA employees who hung banners and posters, and helped make the July 25 event at the Capitol Education Center a success: Champion Cecilia Satterfield; Chiyana Reeves; Jeff McDowell; James Smith; Darrell Loveless; Larry Capps; Columbus Wilson; Edward Tucker; Reginald Hood; Angelo Garcia; Samuel Ferguson; Michael Thomas; Tommy Kelly; Tim Mauldin; Deon Jackson; Richard Schneider; Trent Ozburn; Bob Satterfield; Tinsley Bailey; Earnestine Smith; Diane Polk; Nathaniel Joseph; Charles Rosser; William Durham; Willie Broadnax; James Hicks; Ray Neely; Rob Prioleau; Norman Sims; Marlon Conley; Tony Hayes; Hollis Ball; Doug Smith; Alan Perry; George Davis; Scott Summers; Michael Wiggins; Paul Melvin.