



Governor's Office of Customer Service
FASTER. FRIENDLIER. EASIER.

November 2007

Governor's Awards Honor "Service in Action"



Governor Perdue presented Commissioner B.J. Walker with the award for Agency of the Year. The Dept. of Human Resources provided customer service training for 20,000 employees.

Governor Sonny Perdue welcomed agency leaders, including the presidents of the 35 campuses of the University System of Georgia, and their Champions to a Customer Service Summit at the Georgia World Congress Center Tuesday, October 30. The Governor proclaimed that Team Georgia has moved from being "Ready to Serve" to delivering "Service in Action."

The summit ended with the presentation of the first ever Governor's Customer Service Awards. The winners (see right sidebar) were selected from more than 400 nominations by a panel comprised of leaders from the business community and the public sector. The nominees represent the breadth and depth of customer service in Georgia.

Putting Customer Service on the Map

Team Georgia's Roadmap to Success debuted at the summit. It shows the Team Georgia bus driving down the Shared Vision Highway to customer service success. For more information, contact your agency Champion.

Ongoing Recognition

Next up, the first of the new Governor's Commendation certificates will be presented.

Certificates will be awarded once a month for "above and beyond" customer service. Nominees for this "anytime" recognition are accepted throughout the year. Nominate someone today at <http://team.georgia.gov> > Customer Service.

Governor's Customer Service Awards

Individual Service

Elaine Lacy, *Dept. of Defense*
 Trina Norwood, *DFCS*
 Ronnie Shuemaker, *Public Safety*
 Mark Simpson, *Banking & Finance*

Employee of the Year

Frank Brooks, *Dept. of Labor*

Team Excellence

Academic Resource Center,
Bainbridge College
 Georgia Immunization Program,
Division of Public Health, DHR
 Legal & Consumer Affairs Division,
Dept. of Banking and Finance
 Mail and Courier Section,
Dept. of Administrative Services

Team of the Year

Cancer State Aid Program

Call Center Excellence

Teachers Retirement System

Outstanding Process Improvement

Office of Child Support Services,
DHR

Outstanding Customer Service Leadership

Gena L. Abraham, *State Property Officer*

Agency of the Year

Department of Human Resources

Extraordinary Commitment to Customer Service

Erroll B. Davis, *Chancellor, USG*

To read more about this year's winners visit, <http://team.georgia.gov>.



The Cancer State Aid Program approved funding for citizens in 156 of Georgia's 159 counties.

"These awards are proof that Governor Perdue's emphasis on customer service has generated new approaches to meeting customer needs."

- Carl E. Swearingen,
 Chair of the awards selection committee



Left: Employee of the Year Frank Brooks at the Dept. of Labor found jobs for more than 375 veterans.



Right: Dr. Gena L. Abraham established quality customer service for the three state agencies she leads.

We are Team Georgia. Service in Action.



Tommy Hills and Jim Lientz presented the Bainbridge College Academic Resource Center with a team award for its remarkable 99% "would recommend to others" customer rating.

"We will succeed through building a history with our customers by honoring our commitments."

- Jack Ruane, Oracle Systems



In 2007, the Mail and Courier Section of DOAS processed more than 818,000 pieces of outgoing state mail and more than three million pieces of incoming state mail.



Elaine Lacy of the Georgia National Guard Youth Challenge Academy is described by her coworkers as the "gold standard for customer service."



The Legal and Consumer Affairs Division created a standard system that reduced processing time for individual consumer complaints by 40% while maintaining a 95% positive rating on customer service surveys.



Child Support Services reduced establishment process time from 71 days to same-day service.

"Our goal is not to be average. We want to be the best."

-Joe Doyle, Director, Governor's Office of Customer Service



For 19 years, Trina Norwood has ensured no DFCS customer under her care goes without food or shelter.



"I feel I owe my life to Trooper Shuemake. His quick assessment of dangerous conditions, immediate action and genuine concern for the safety of all were above and beyond the call of duty."



The Georgia Immunization team led a multi-state effort to locate immunization records for those displaced by Hurricane Katrina.



The Teachers Retirement System's call center had an average customer service rating of 96%.

"We have achieved success. We have gone from being Ready to Serve to Service in Action."

- Governor Perdue

Governor's Office of Customer Service

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