

AGENCY ASSESSMENT FOR GOOD CUSTOMER SERVICE

Agency leaders can use this tool to assess your agency’s capacity for providing effective customer service and identifying concerns that might benefit from technical assistance. It reflects the National Resource Center for Diligent Recruitment at AdoptUSKids’ practice model for providing technical assistance to jurisdictions that are interested in comprehensive systemic change in customer service.

Use the following rating scale:

1=Strongly Disagree 2=Disagree 3=Neither Agree nor Disagree 4=Agree 5= Strongly Agree

1. Mission, Vision, and Direction

Our agency has made good customer service an intentional focus and developed a vision and strategies for accomplishing improvement goals.

Score

a. Leadership has developed a vision, strategy, and implementation plan for continually improving customer service.	
b. All staff members have a written and well-understood set of standards that define and prioritize good internal and external customer service.	
c. Customer service standards are consistently applied and reinforced throughout our agency.	
d. Our agency makes it a high priority to retain foster, adoptive, and kinship caring families.	
e. A representative leadership group, including internal and external stakeholders, has been designated to oversee customer service improvements.	

2. Culture and Climate

The organizational cultural and climate reflect our agency’s attitude toward meeting and exceeding customer expectations.

a. The physical environment is attractive, clean, and otherwise conducive to meeting and exceeding customer expectations.	
b. Senior managers demonstrate by example the agency’s commitment to providing the highest quality service to customers.	
c. Mid and entry-level supervisors demonstrate by personal example the agency’s commitment to providing the highest quality of service to customers.	

Score

- d. Respectful and professional interactions among our staff are as important to managers as the respect and professional care we provide to customers.
- e. Staff members are acknowledged, appreciated, and rewarded when they provide good customer service.
- f. Policies and procedures are reviewed and revised as needed to minimize barriers to good customer service

3. Empowerment

Staff members are empowered to fully meet the needs of their customers.

- a. All staff members are authorized to be proactive in ensuring that their customers receive the full measure of service expected by the agency.
- b. All staff members are encouraged to be innovative, take risks, and seek out opportunities to improve services provided to customers.
- c. All staff members are encouraged and expected to take an active role in determining how to improve services to their customers.
- d. All staff members are supported and rewarded for going beyond the call of duty in providing good customer service.

4. Everybody's Job

Good customer service is practiced by everyone throughout the agency.

- a. Good customer service is expected, discussed, and practiced in every department and unit within the agency.
- b. The vast majority of staff members in the agency view discourteous behavior to customers as a situation requiring attention.
- c. Staff members are expected to work with their team members to build spirit, commitment, and mutual support to continuously deliver good customer service.

5. Performance Expectations

Training and supporting our staff to carry out customer service expectations is a priority for our agency.

Score

- a. Our agency’s customer service expectations and core competencies are included throughout all staff training with special emphasis during new staff orientation.
- b. Agency supervisors are expected to continually coach and monitor the customer service core competencies using strengths-based methods.
- c. Our agency has a formal training program with competency-building materials that specifically address both internal and external customer service.
- d. Customer service expectations are included in all staff job and position descriptions.
- e. Performance evaluations include specific expectations for meeting the agency’s customer service standards.
- f. The agency recognizes and supports frontline supervisors in their key role of implementing and sustaining good customer service.

6. Outcomes and Accountability

Our agency has made good customer service an intentional focus and developed a vision and strategies for accomplishing improvement goals.

- a. The agency uses the voice of the customer to better understand and make meaningful customer service improvements.
- b. The agency conducts regular satisfaction surveys of families (both prospective and those approved to foster, adopt, or provide kinship care) to determine how services are currently being delivered and how they could be improved.
- c. The agency is effective at tracking and minimizing time from inquiry through placement, while maintaining a fair and customer-friendly process.
- d. The agency has the necessary infrastructure and follows a plan to use data to inform and make continuous program improvements on a systematic basis.
- e. Data regarding the service needs of the customers are regularly collected, analyzed, and distributed to frontline staff for their use in making improvements.

Look over your inventory. What areas do you see as high priority for your agency to address?