



*Office of Science
U. S. Department of Energy
Integrated Support Center*

CUSTOMER SERVICE POLICY

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OBJECTIVES

This DOE Office of Science Integrated Support Center (SC-ISC) Customer Service Policy sets out the responsibilities of all employees to assist in carrying out their role as a key part of the SC-ISC to promote and provide best-in-class customer service to those they serve and with whom they interact, resulting in overall organizational performance that is characterized by excellence and customer satisfaction in all respects.

REFERENCES

- 1) Executive Order 12862 "Setting Customer Service Standards:"
<http://govinfo.library.unt.edu/npr/library/direct/orders/2222.html>
- 2) DOE site for President's Management Agenda :
<http://www.energy.gov/pma/pma.htm>
President's Management Agenda (in its entirety)
<http://www.whitehouse.gov/omb/budget/fy2002/mgmt.pdf>
- 3) 2006 Department of Energy Strategic Plan:
<http://www.energy.gov/about/strategicplan.htm>
- 4) 2004 Office of Science Strategic Plan:
http://www.science.doe.gov/bes/SCSP_12FEB04.pdf
- 5) Chicago Office Strategic Plan 2006-2010:
http://www.ch.doe.gov/docs/adobe/CH_SC_Strategic_Plan_Rev_05_May_06.pdf
- 6) Chicago Office FY 2008 Annual Performance Plan:
http://www.ch.doe.gov/docs/adobe/CH_APP_08_FINAL_Oct1.pdf
- 7) Oak Ridge Office FY 2008 Annual Performance Plan:
<http://www.oakridge.doe.gov/External/Portals/0/PAO/2008AnnualPerfPlan.pdf>
- 8) FY2007 Service Plan of the SC Integrated Support Center:
http://www.ch.doe.gov/html/site_info/integrated_support.htm
- 9) 2007 Baldrige Criteria for Performance Excellence:
http://www.quality.nist.gov/PDF_files/2007_Business_Nonprofit_Criteria.pdf

POLICY

It is the policy of the ISC to fully incorporate sound customer service principles into the day-to-day work of each ISC employee. To accomplish this, ISC components will incorporate measurable customer service standards into their annual performance planning and daily operations, with the goal of providing outstanding products and services to our partners, customers, stakeholders, and the public. We do this in recognition of the pivotal role excellence in customer service plays. The ISC supports SC and the other DOE programs and customers and embraces the idea that excellence in customer service and its resulting customer satisfaction require commitment, which is a critical element of both individual and organizational performance that needs to be given appropriate emphasis and attention in the overall management process.

This Policy supports the SC Strategic Plan, particularly the 7th Goal: *Provide the Resource Foundations that Enable Great Science*, which, in turn, supports corporate management and resource allocation issues that are reflected in the DOE Strategic Plan and the President's Management Agenda. It reflects the idea that in providing best in class customer service, the ISC makes it possible to accomplish the Department's missions we support.

The ISC approach to customer service will include the following activities:

- We will accurately and specifically identify our customers;
- We will periodically survey our customers to determine the kind and quality of service they need and their levels of satisfaction with existing services;
- We will develop and communicate customer service standards and measure results against them;
- We will benchmark our customer service efforts and results against the best comparable organizations;
- We will survey our employees for ideas on how we can eliminate barriers to better customer service and make improvements;
- We will provide our customers, wherever possible, with choices and options regarding the services we provide and how we provide them;
- We will work with our customers to elicit information from them in order to improve and provide superior services;
- We will make our services and information about them easily accessible; and
- We will provide mechanisms for responding effectively to customer feedback and complaints.

CUSTOMER SERVICE PRINCIPLES AND STANDARDS

The ISC has developed general customer service principles which are posted on our website. These will be reviewed and updated, if necessary, every two years. They are:

Customer First Outlook

- We will listen to you, be courteous, and treat you with dignity and respect every time you contact us.
- We will actively seek to understand your business needs in order to serve you right the first time and every time thereafter.
- We will deliver high quality products and services that meet or exceed your needs and expectations.

Friendly and Caring

- We will respond in a timely manner to your concerns and inform you when we will get things done.
- When you call us, we will make every attempt to ensure that you talk to a real person, even if the person you are calling is not immediately available.

Flexible

- We will work out alternative “win-win” solutions with you.

Responsive

- You will know whom to contact if you have a problem. We will listen to your problem find a solution, follow-through, and learn from the experience.
- We will take the initiative to identify problem situations up front and propose workable alternatives.

Recovery

- We will acknowledge our mistakes, apologize, and do our best to prevent the same mistake in the future.

These general customer service principles will be used to flow down specific measurable customer service standards appropriately tailored to the services provided by each ISC element.

CUSTOMER SERVICE PLANNING

In the SC Strategic Plan, all ISC elements annually identify the activities that will be undertaken to fulfill its goals, priorities and accomplishments. Results are reflected in the Annual Performance Plans. As part of this process, each ISC element includes appropriate customer service standards, performance measures and targets aimed at addressing opportunities for continued improvement and response to customer feedback. Customer service goals, and the measures and targets used to evaluate our customer service performance will be incorporated into the ISC's Annual Performance Plans.

Some ISC elements may chose to develop specific customer service plans for their organizations which could include information on specific customer surveys or other customer feedback activities planned for the year. They may also include specific activities and initiatives to be undertaken in the coming year to respond to customer concerns and issues, to incorporate and review the results from prior year efforts, and to communicate these results to its customers.

RESPONSIBILITIES

In a successful organization, effective customer service is everyone's responsibility. It is incorporated into every ISC employee's individual performance plans and expectations. Managers and supervisors are responsible for assuring that their organization promotes excellent customer service, and that their organizations actively participate in the ISC customer service efforts. ISC elements report to the Managers of SC-CH and SC-OR on progress made in meeting customer service standards as part of their self-assessment in meeting overall Annual Performance Plan objectives.