

OFFICE OF CHIEF COUNSEL
CUSTOMER SERVICE PLAN

Approved:

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Chief Counsel

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Who We Are

The Office of Chief Counsel (OCC) reports to the Office of the Manager, Chicago Office (CH) and is currently made up of 19 attorneys and 9 non-attorney staff members. In addition to our Chief Counsel, we have two Deputy Chief Counsels who supervise the day-to-day activities of our General Law Division and the Intellectual Property Law Division. Most of OCC is physically located at CH, however, two OCC attorneys are physically located at the Brookhaven Site Office and another two attorneys are at the Berkeley Site Office. The mission of the OCC is to efficiently provide all legal functions, advice, and counsel necessary for effectively carrying out Department of Energy and CH missions and responsibilities.

Who We Serve

OCC provides policy guidance, advice and assistance, and support to the CH Manager, CH business lines, CH contractors, CH employees, CH-supported Site Offices/employees and contractors, other DOE organizations and DOE external customers. OCC also provides legal advice on intellectual property matters to other DOE elements, as assigned. Direct support and assistance is also provided to the DOE Office of Science and the General Counsel, as requested.

Customer Service Policy and Standards

OCC's policy is to fully incorporate sound customer service principles into the day-to-day work of each OCC employee, both attorney and non-attorney. To accomplish this, OCC will incorporate customer service standards into planning and operations, with the goal of providing "best in class" legal products, services and advice to our customers. OCC recognizes the critical role excellence in customer service plays in accomplishing our OCC mission, as well as the missions of our customers. OCC embraces the idea that "best in class" customer service and resulting customer satisfaction require organizational and individual commitment, are critical elements of individual and organizational performance, and must be given appropriate emphasis by OCC management and staff. The OCC customer service policy supports the CH Customer Service Policy, the Office of Science Strategic Plan, the DOE Strategic Plan, and the President's Management Agenda. OCC's commitment to providing "best in class" customer service will help to make accomplishing CH and DOE missions we support possible.

The OCC approach to customer service will include the following general standards:

- Professionalism, Customer Responsiveness, and Timeliness
 - OCC will meet deadlines and provide timely advice, both written and oral.

- OCC staff will return telephone calls and emails promptly.
 - OCC staff will listen to our customers' concerns, will be courteous, professional and treat our customers with respect.
 - OCC staff will acknowledge our mistakes and prevent the same mistake in the future.
- Communication and Accessibility
 - OCC written and oral communications will be clear, accurate, and address our customer's problem or question.
 - OCC staff will be accessible to our customers, whether face-to-face, by telephone or email.
 - OCC staff will keep our customers informed of the status of ongoing issues.
 - OCC will provide our customers with information regarding OCC services and who to contact if our customers have a question, problem, or concern.
 - OCC staff will keep our customers informed of new developments and trends in various areas of the law.
- Quality of OCC Services
 - OCC will deliver quality products and services that meet or exceed our customers' needs and expectations.
 - The knowledge and skill set of the OCC staff will meet or exceed the needs and expectations of our customers.
 - The OCC staff will be open to new ideas.
 - The OCC staff will provide creative problem solving for customer problems, create win-win solutions, provide viable alternative solutions, follow through, and learn from the experience.
 - OCC staff will identify problem situations up-front and propose workable solutions or options to resolve those problems before they arise.
 - The OCC staff will actively seek to understand our customers' business needs in order to serve them right the first time.
 - OCC will provide the types of legal services our customers need.

Customer Service Planning and Goals

As part of the CH Strategic Management Initiative, OCC has included, as a priority within its "Annual Plan FY 2005," to establish "best in class" customer service consistent with CH policy. To attain this OCC goal of establishing "best in class" customer service, OCC has developed a series of initiatives in its Annual Plan that will lead to the adoption of a "best in class" customer service consistent with CH policy. These initiatives include:

- Developing an OCC Customer Service Plan, which includes plans for customer survey(s).
- Negotiating expectations with Site Office Managers and other OCC customers.

- Developing, issuing and evaluating Customer Surveys and develop corrective action plan(s) as appropriate.
- Providing timely and high quality legal services.
- Implementing an effective ethics oversight program.
- Coordinating with CH elements and other DOE elements on crosscutting matters.
- Championing and monitoring OCC and CH Freedom of Information Act and Privacy Act Programs.
- Overseeing contractor legal services.

Included with each of these OCC initiatives are one or more rigorous performance measures and/or completion dates within FY 2005. The OCC Customer Service Survey will be issued electronically to our customers by the end of 3rd Quarter of FY 2005. The OCC Customer Service Survey will primarily focus on the customer service standards listed above, customer satisfaction levels, and customer recommendations for improvement. This survey will be a detailed and invaluable tool for measuring OCC customer satisfaction and identifying areas for OCC improvement in response to customer feedback. The results of this Survey will be shared with our customers. If necessary, corrective action plan(s) addressing OCC customer service dissatisfaction or recommendations will be completed by the end of FY 2005. OCC's FY 2005 goal of defining and adopting "best in class" customer service formally reflects our long-held belief that our customers are "the best" and deserve nothing but the best we can provide. That has been and will continue to be the fundamental customer service goal of OCC.