



**Technology Services  
Performance Excellence and  
Customer Care Center**

		<b>SOP #</b>	TS -PE-008
		<b>Revision #</b>	
		<b>Implementation Date</b>	07/01/2015
<b>Page #</b>	1 of 1	<b>Last Reviewed/Update Date</b>	11/25/2017
<b>SOP Owner</b>	Jennifer Miller	<b>Approval</b>	Jennifer Miller
<b>SOP Name</b>	Distributing Customer Follow-up Surveys		

**Standard Operating Procedure**

**1. Purpose**

To detail the process of distributing customer follow-up surveys.

**2. Scope**

This procedure is intended for all completed service requests.

**3. Prerequisites**

Once service requests are closed, a survey review is sent to the customer.

**4. Responsibilities**

The service request system automatically sends out the survey. After the customer completes the survey the Performance Excellence team reviews the response.

**5. Process**

#	Step	Responsibility
1	Survey is sent to the customer of each closed service request.	Performance Excellence team
2	Survey results are compiled weekly in the Customer Satisfaction score.	Performance Excellence team
3	Survey responses reporting an incomplete resolution are addressed upon receipt	Customer Care Center Lead
4	Surveys receiving a rating of Significant Improvement Needed (SIN) are reviewed at the time they are received.	Performance Excellence team
5	Customers submitting a SIN survey receive an email from the Performance Excellence team acknowledging the response.	Performance Excellence team
6	Customers are asked for a time to contact to discuss.	Performance Excellence team
7	The customer is contacted to discuss the issue.	Performance Excellence team
8	Team members are contacted to readdress the situation	Performance Excellence team
9	Once readdressed, the service request is closed.	Performance Excellence team
10	Assignees receiving three SIN survey responses are contacted by the Chief Technology Officer to discuss customer support.	Performance Excellence team
11	SIN responses regarding inappropriate behavior are reported to the Chief Technology Officer and team leader upon receipt.	Performance Excellence team

SAMPLE

## Incident Details

Number: E8N9174A96  
Date Created: 8/23/2014 8:06:39 AM  
Date Closed: 8/23/2014 8:17:43 AM  
Description: Printer will not print consistently. Printer continues to jam.  
Resolution: Visited room.  
Removed paperclip from internal device mechanism.  
Tested printer - all now working appropriately.

Questions marked with an asterisk (\*) require responses.

How would you rate the service you received this week from Technology Services?

- Excellent    Very Satisfied    Satisfied    Improvement Needed    Significant Improvement Needed

Additional Comments:

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