

Customer Satisfaction for Acquisition Team

Achieve excellent customer satisfaction levels of at least 90% as measured by customer surveys

Measurement and Analysis:

1. Improvements will need to be made to technology delivery notification process to meet the goal of 90%. The team notification process currently has a satisfaction rating of 88%. Additionally, improvements will need to be made in the area of customer experiences. The team currently has a satisfaction rating of 88%.
2. The Acquisition team exceeded the customer's satisfaction for professionalism, politeness, knowledge of the procurement process and overall team rating.

