

	<b>Technology Services Performance Excellence and Customer Care Center</b>	<b>SOP #</b>	TS -PE-010
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<b>Page #</b>	1 of 1	<b>Last Reviewed/Update Date</b>	11/29/2017
<b>SOP Owner</b>	Jennifer Miller	<b>Approval</b>	Jennifer Miller
<b>SOP Name</b>	Evaluating Measured Performance and Surveys		

## Standard Operating Procedure

### 1. Purpose

The purpose of this procedure is to clarify the process to review received surveys.

### 2. Scope

This procedure is intended for all submitted surveys.

### 3. Prerequisites

Once the survey is returned, the responses are categorized. Surveys receiving a positive response are calculated in the overall Customer Satisfaction rate. Surveys receiving a "Significant Improvement Needed" rating are also calculated in the overall Customer Satisfaction rate, but are also investigated for improvement opportunities.

### 4. Responsibilities

The Performance Excellence team, Customer Care Center Lead, and the Technology Support Services Director

### 5. Process

#	Step	Responsibility
1	Survey responses are received into the service request system.	Performance Excellence
2	Surveys receiving a response of "Significant Improvement Needed" (SIN) are immediately sent to the Performance Excellence Team.	Service Request system
3	All survey responses are summarized in the weekly Customer Satisfaction Score.	Performance Excellence
4	Surveys with the notation that work was not completed will be reviewed by the Customer Care Center Lead for service completion.	Customer Care Center Lead

5	<p>The SIN is reviewed and the customer is contacted from the Performance Excellence team with the following email:</p> <p>Subject: iSupport Ticket ##### Follow-Up</p> <p>We've received your survey response to Service Ticket #####. We deeply regret that the issue you reported was not resolved satisfactorily. We are diligently working to resolve the issue and improve the level of service provided by each member of the Technology Services Team. So that we may discuss this item with you further, please reply with an optimal time and phone number at which you can be reached.</p> <p>We sincerely thank you for candidly sharing your experience with us and for your patience as we strive toward building world-class quality K-12 technology service systems.</p> <p>Performance Excellence Team</p>	Performance Excellence Team
6	The service request is reopened and assigned to S Rev for review.	Performance Excellence Team
7	<p>Once the service request is reopened, information is added to the Survey tab in iSupport including the following:</p> <p>SR: (survey rating) 1</p> <p>Surveyed Technician: technician identified in the survey comments or the last assigned</p> <p>Survey Follow-up: team of which surveyed technician is a member</p> <p>Survey Follow-up complete: status of follow-up</p> <p>Survey Submission date: date survey was received</p> <p>Customer Survey Comments: information copied from submitted survey</p> <p>Survey Resolution: status of the survey follow-up and resolution – This information is added as the Technology Support Services Director is addressing the survey comments.</p>	Performance Excellence Team
8	The customer incident is reviewed and if necessary readdressed by the assignee. If additional clarification is needed, or additional support is required, the department lead is contacted to review.	Technology Support Services Director
9	If the "SIN" response is due to inappropriate behavior, the team lead and Chief Technology Officer is notified.	Technology Support Services Director
10	If the assignee receives more than 1 survey receiving a "SIN" in one week, the team leader and Chief Technology Officer are notified along with the information surrounding the surveys.	Technology Support Services Director
11	Once the issue's completion has been confirmed, the customer is contacted and the service request is once again closed.	Technology Support Services Director