

# Revenue Commission Customer Satisfaction Survey Office of Management & Budget



KPI Owner: Steve Rowland

Process: Revenue Commission

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: To increase customer satisfaction with Revenue Commission to 100% customer satisfaction Benchmark: TBD	Data Source: Survey Goal Source: OMB Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Survey Why Measure: To improve customer satisfaction Next Improvement Step: Validate problem, baseline benchmark, and goal

### How Are We Doing?

2010-2014 5 Year Goal	2010-2014 5 Year Actual		2014 Goal	2014 Actual	
<b>100</b>	<b>94</b>		<b>95</b>	<b>94</b>	
Percent	Percent		Percent	Percent	

