

Revenue Commission Customer Satisfaction Survey Office of Management & Budget



KPI Owner: Daniel Frockt

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?

2011-2015 5 Year Goal	2011-2015 5 Year Actual		2015 Goal	2015 Actual	
100%	93%		95%	92%	
Percentage	Percentage		Percentage	Percentage	

