

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 | |

