



# DEP CUSTOMER SERVICE STRATEGY

- 1) Establish Chief Customer Service Officer Position
- 2) Create a Uniform Standard of Excellence & Expectation for All Stakeholder Interactions
- 3) Identify Key KPI's Related to Customer/User Experience & Track with Center of Excellence
- 4) Provide Professional Customer Service Training for ALL Employees Who Interact with Stakeholders.  
(Coaching On-Going)
- 5) Establish Customer Service Survey Tool with 3<sup>rd</sup> Party Independent Review that Provides Customer Satisfaction Score.
- 6) Enforce New Customer Service Cultural Values Around Customer Experience with Existing Human Resources & Reviews
- 7) Launch Strategic Communication & Marketing Campaign to Raise Awareness of Civil Service and User Experience Related Offerings for Stakeholders



**pennsylvania**  
DEPARTMENT OF ENVIRONMENTAL  
PROTECTION

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