

INSIGHTS

How do I know that my customer's need is met?

Measuring My Customer's Satisfaction

THE STORY:

In an organization it is all too common that people complete their work and hand it off to the great black hole not knowing if the work they are doing is good work.

INSIGHT:

Knowing that whoever receives my work is my customer, creating measures that tell me if my work is meeting their needs, keeps me focused on delivering value. So, we have to answer the question what's on my scoreboard?



Cost, quality and time measures create forcefields that help us optimize what we deliver to our customers. We know that poor quality drives process time and costs up, and that good quality reduces both time and cost.

Results Driven Government - on the journey to Level Three Government



WANT TO LEARN MORE:

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From the author of *Government That Works*, the most authoritative book on state government operations

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