"As Director, my goal is to ensure the delivery of products and services to our customers is accomplished in a timely and effective manner in accordance with EM's strategic goals and objectives. We will do this mindful of our values, with a particular focus on customer service."

---Jack R. Craig, November 2009---

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EMCBC Customer Service Goals

It is our individual responsibility to strive to ensure that the EMCBC meets or exceeds the expectations of all of our customers, both internal and external. In order to fulfill the EMCBC's commitment to customer service, the following goals are established:

1. We will make and keep commitments to our customers.

2. If we are unable to keep our commitments for reasons beyond our control, we will inform our customers prior to the date of the commitment and jointly establish a revised commitment with the customer that meets their needs.

3. We will interact with our customers and with EMCBC personnel in a courteous and professional manner and accept personal responsibility for our customer's satisfaction with our services.

4. When we are performing our mission we will be responsive to requests from our customers, both internal and external, and:

    a. Refer contacts to another individual or Department for action only when necessary, and take personal responsibility for striving to ensure that the referral meets the customer's needs.
    b. Respond to voice messages within 4 business hours of receipt or less.
    c. Respond to email inquiries within 24 business hours of receipt or less.
    d. Respond to written correspondence within the requested response date, or when no requested response date is specified, within 7 days of receipt.
    e. Ensure that the quality and responsiveness of the service our customers receive is in no way diminished when we are working at a remote location.

5. When we are out of the office and unavailable for a day or longer (to include AWS days, travel, or leave), we will routinely:
    a. Leave an "Out of Office" message on both voice mail and email that:
        i. Identifies the period of our absence;
        ii. Informs our customers whether we will be available during the absence, and;
        iii. Informs our customers of the name of a knowledgeable alternate point of contact if immediate assistance is necessary.

6. We will provide customer service that is safe, secure, legally and ethically sound, and fiscally responsible.