



Support Services Group Plans 20% Improvement

Process Starts with 'Base Line' Survey

(March 26) Six departments that comprise the MTA's Support Services Group plan to achieve a 20 percent improvement in FY 2002 in their service to internal customers. But first, they need to know how they're doing now.

The departments – Administration, Finance, Human Resources, Management Audit, Procurement and Risk Management – are asking employees to complete a “base line” survey they can use to benchmark improvements. The Executive Leadership Team is encouraging 100 percent participation in the survey.

In the survey, Human Resources asks about customer satisfaction with processing, training and development, events and recreation activities, among many other services it provides.

Finance is curious about customer perception of paycheck processing; Risk Management asks about claims processing; Procurement wants customer ratings on contract processing and change orders; Administration asks about mail services and the Help Desk; while Management Audit asks about...well, audits.

Internal customers are asked to rate 74 different departmental services in terms of responsiveness, efficiency and reliability. Each is to be judged on a five-point scale that ranges from Unsatisfactory to Excellent. The survey also has a space for comments.

The scheduled return date for the surveys is April 11, but with mail delays must be received no later than April 16. Responses are anonymous and will be evaluated by an outside firm, the Pine Company of Culver City. A second survey will determine what progress the Support Services Group has made toward its 20 percent improvement goal.

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