



Olympic Performance, Inc.

OMF 2006 Customer Service Top Level Issues

Below are top level issues identified from the OMF 2006 on-line survey.

On-line Survey Response

- **Low survey response**
 - Only twenty-six non-OMF employees responded to the questionnaire, and only three OMF employees responded (all statistics reported below exclude these three OMF employees).
- Could be a good reflection on overall OMF customer satisfaction. The low turnout might be a message by itself: no news is usually an indication of a lack of passion, which translates into either a belief that nothing will change regardless of feedback provided or that the potential responders are satisfied enough with how things are that they don't feel a need to make a statement.
- All mean scores reported below are based on a scale of 1 is Very Low and 5 is Very High
- **Labor / Employee Relations experiencing some decline from last year and a low level of satisfaction.**
 - Labor / Employee Relations had 2 of 10 (20%) report Some Decline in customer service over the last year
 - 2 out of 6 (30%) reported Low or Very Low satisfaction. This area of service received the lowest mean of all OMF services at **2.67**.
- **Technology Services: Applications / GIS considered poor at providing customer service and declining since last year, although less so than Technology Services: Desktop / Network.**
 - 4 of 17 (24%) responses indicating Strong Decline or Some Decline in customer service since a year ago.
 - 6 of 15 (40%) responses indicated a Low or Very Low level of satisfaction with their customer service, while 4 of 15 (27%) indicated High or Very High satisfaction. This area of service rated the second lowest of all the OMF services in satisfaction with a mean of **2.73**.
 - This is the sixth highest frequency of use of all OMF Services, with 7 of 20 (35%) responses indicating Very High or High frequency of use.
- **Technology Services: Desktop / Network customer service considered poor and getting worse.**
 - 10 of 22 (45%) responses indicating Strong Decline or Some Decline in customer service since a year ago.
 - 12 of 24 (50%) responses indicated a Low or Very Low level of satisfaction with their customer service. On the other hand, 7 of 24 (29%) responses indicated a High or Very

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High level of satisfaction. Overall, this area of service rated among the lowest of all the OMF services in satisfaction, however, with a **2.79** mean.

- This is also the OMF service with the highest frequency of use, with 15 of 25 (60%) responses indicating Very High or High.
- **HR Site Teams customer service declining since last year but received a strong vote of satisfaction.**
 - HR Site Teams had 3 of 12 (25%) responses report Strong Decline or Some Decline from last year.
 - However, 9 of **14** (64%) reported High or Very High satisfaction, making this the third highest area of OMF service satisfaction, with an overall mean of **3.79**.
- **Several OMF services received indications of strong customer service satisfaction.** None of OMF services listed below received any votes of Low or Very Low levels of satisfaction.
 - **Treasury** received 11 of **13** (85%) as Very High or High satisfaction. Overall mean of **4.00**
 - **Risk Management** received 10 of **16** (62%) as Very High or High satisfaction. Overall mean of **3.94**
 - **HR Site Teams** received 9 of **14** (64%) as Very High or High satisfaction. Overall mean of **3.79**
 - **Accounting** received 7 of 13 (54%) as Very High or High satisfaction. Overall mean of **3.77**
 - **Assessments and Liens Collections** received 4 of **7** (57%) as Very High or High satisfaction. Overall mean of **3.71**
 - **Financial Planning** received 5 of **10** (50%) as Very High or High satisfaction. Overall mean of **3.70**
 - **Debt Management** received 2 of **3** (75%) as Very High or High satisfaction. Overall mean of **3.67**
 - **Technology Services: Phones / Radio** received 6 of **12** (50%) as Very High or High satisfaction. Overall mean of **3.67**
 - **Printing and Distribution** received 7 of **18** (39%) as Very High or High satisfaction. Overall mean of **3.61**
 - **Utility Billing** received 2 of **5** (40%) as Very High or High satisfaction. Overall mean of **3.60**
 - **Management and Financial Services** received 3 of **7** as Very High or High satisfaction. Overall mean of **3.57**