

Customer Service Standards

Office of Training & Human Resource Development

Customer Service Standards represent a level of commitment to the quality of service our customers can expect from us and are developed only after finding out:

- (1) What the customer wants
- (2) How long the customer may expect to wait for delivery of the product or service which will satisfy his/her need.

After these two criteria were determined, the following standards were developed.

- Course information will be entered into the Corporate Human Resource Information System (CHRIS) a minimum of 60 days prior to course start date.
- In the event of the cancellation of an ME-sponsored course, participants will be provided no less than 14 days cancellation notice.
- Response time to callers on the CHRIS Training Hotline will occur within 24 hours.
- Announcement/publicizing of long-term training and development programs (e.g., Executive Potential, Executive Leadership for Mid-Level Employees, New Leader, Aspiring Leader and National Security Studies Program) will be made to the DOE training community throughout the year, at least 60 days prior to the application due date.
- All minutes from meetings of groups such as the Training and Development Management Council and CHRIS Training Administration will be distributed to customers within 14 days.

We also use automated systems in order to provide you with the most current possible information. These systems include the CHRIS Employee Self Service (ESS), which enables DOE Federal employees to view their training history via the Internet.

E.O. 12862, "Setting Customer Service Standards," directs the Federal government to: identify customers who are, or should be, served by the agency; survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services; post service standards and measure results against them; benchmark customer service standards against the best in business; survey front-line employees on barriers to, and ideas for, matching the best in business; provide customers with choices in both the sources of service and the means of delivery; make information, services, and complaint systems easily accessible; and provide means to address customer complaints.