Regional Continuous Quality Improvement Team

QUICK OVERVIEW

Keep up the good work!

There was a **41% increase** in the total number of comment cards returned 3rd quarter 2000. We'd like to recognize staff efforts to get this product to our customers. Since partner customer volume is increasing it is expected that our results will also.

Continued effort from partners to get these cards to our customers is essential to the accuracy of our data collection system.

Customer Feedback

The CQI Team has conducted some statistical tests and found some interesting changes over time of customer responses.

On comparisons between 2nd & 3rd Quarter 1999-2000 there was a dramatic increase in ratings connected to staff interactions.

- Staff is Knowledgeable
- Staff is Helpful
- Staff provided consistent information
- I got my questions answered

Possible reasons for change:

- Customers being asked the 2 pilot questions
- Staff awareness of pilot effort
- Staffing changes (front line staff)

Primarily, customer written comments reflect a direct link between satisfaction and level of staff interaction. This is something to keep in mind when making staff availability decisions.

Feedback is that customers would like expanded hours.

During 3rd Quarter 2000 the CQI Team conducted a focus group after a trend was identified of lower ratings on "I got what I came for". After an adjustment to statistical measurements the trend was non-existent. Results of the customer focus group concur that there is not a consistent problem.

Winners Announced

The Northwest Partnership for Workforce Development is proud to announce that during the pilot period we achieved a significant increase in customer ratings for "My Questions Were Answered."

Baseline data was collected for each partner offices and the quality initiative prizewinners are:
Highest overall rating – **Bellingham CSO**
Highest rating increase – **Oak Harbor CSO**

Congratulations EVERYONE for a job well done!

Pilot Participation

There were a total of 7 partner offices participating in the check sheet data collection. Here are their total results:

7397	People seen
6047	People used pilot questions with
5948	People got questions answered
106	People did not get questions answered

Kudos to all staff who were involved in this data collection strategy.

Recommendations

- Staff interactions with customers are excellent; we need to continue providing this level of service.
- Partner offices post an eye-catching poster on the inside of the door that reminds customers to turn in a comment card.
- Consider providing a training to staff on ways to introduce the comment cards regularly and effectively.
- The Regional CQI Team will track comment card return rates by office and give reminders to offices who could be contributing more.

NEW! Our new partnership comment cards will be available early 2001.

Prepared by: NW Partnership Regional CQI Team