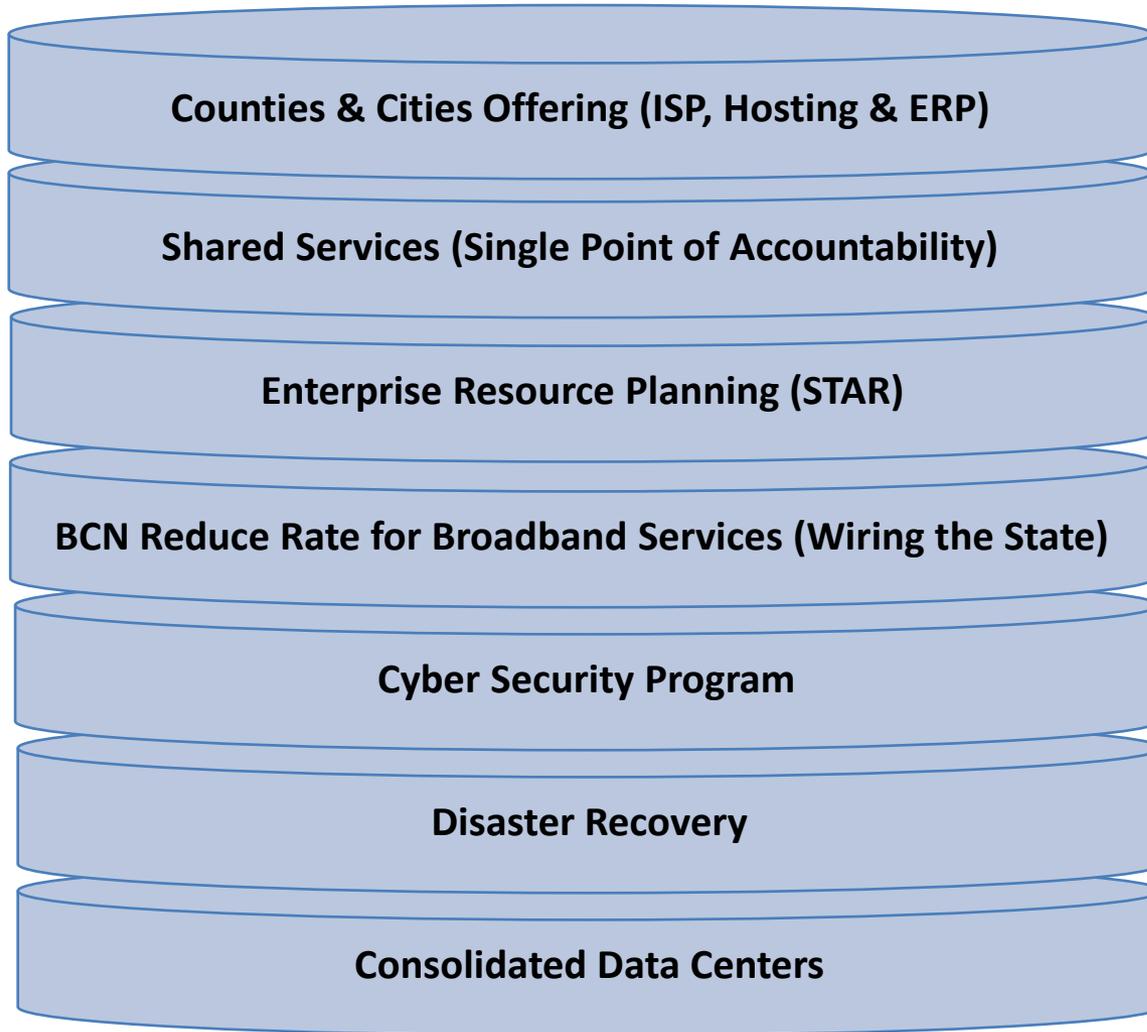


# Welcome to DET's Town Hall Meeting

*Creating a positive customer and co-worker  
experience through sincere communication and  
collaboration*

# Strategic Enterprise Solution Set



# INSPIRE Customer Experience

## The DET Team Customer Model



We create a positive customer experience when.....

- we listen to customers and clearly understand their needs
- we are dependable and always respond with a sense of urgency
- our platform for success with customers and co-workers is built on mutual trust



**Start Here**

### Involvement

- We communicate to customers and coworkers with Integrity and honesty

### Notice

- We listen first, seek to understand
- We engage in pro-active communication

### Standards

- We are dependable, always responding with a sense of urgency

### Philosophy

- We always share the rationale for our policies and standards

### I Can

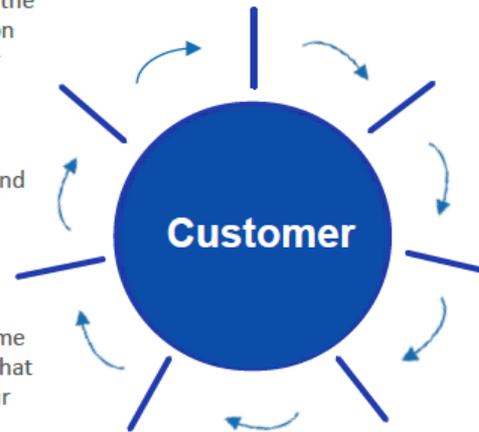
- We always show we care by having an *I Can* attitude towards co-workers and customers

### Excellence

- We understand the value proposition to our customer and each other
- We don't use blame, we learn from mistakes and act with resolve

### Results

- We invest time with things that matter to our customers
- We use metrics to measure our performance



Revised: 04/03/2015

## DET “Service Provider of Choice” Team Standards



## Involvement

- **Communicate with integrity and honesty**

DET Team Standard- Demonstrate caring by listening, seeking to fully understand customer requests before providing response or suggested solution

Bureau Director

Section Chief

Manager/ Teams

Individual

## Notice

- **Be a proactive communicator**

DET Team Standard- Proactively contact customer via phone when service request is unclear or inaccurate

Bureau Director

Section Chief

Manager/Teams

Individual

## Standards

- **We are dependable, and always respond with a sense of urgency**

DET Team Standard- Own the customer service request, or problem, and always provides a graceful hand-off if another source is needed to achieve resolution.

Bureau Director

Section Chief

Manager/Teams

Individual

## Philosophy

- **Share the purpose or rationale for policies/procedures**

DET Team Standard- Sharing the policy rationale/philosophy provides an opportunity to connect with customers

Bureau Director

Section Chief

Manager/Teams

Individual

## I Can

- **DET objective is to create a positive customer experience with each customer interaction**

DET Team Standard- Always communicate an *I can attitude* toward customers/co-workers

Bureau Director

Section Chief

Manager/Teams

Individual

## Results

- **Spend time with things that matter the most to our customers**

DET Team Standard- Act with resolve to customer service requests, and always responds with a sense of urgency

Bureau Director

Section Chief

Manager/Teams

Individual

## Excellence

- **We understand our value proposition to our customer, and each other**

DET Team Standard- Consistently acknowledge the value of co-workers, and the essential role they play in delivering a positive customer experience

Bureau Director

Section Chief

Manager/Teams

Individual

# Questions?

Thank you for attending!

*Creating a positive customer and co-worker experience through sincere communication and collaboration*