



COUNTY OF MENDOCINO
EXECUTIVE LEADERSHIP TEAM

Customer Service Initiative Team Project Charter

*Our
Leadership Philosophy*

Date Created: 12/18/2017	Approved: 3/7/2024
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In order to achieve effective leadership at all levels, and excellence in public service, we believe...

(1) Trust and integrity are essential.

(2) In departments working together as one organization.

(3) In employees being involved in key program and policy decisions that impact the organization.

(4) That investing in and supporting employee development results in the retention and promotion of quality employees.

(September 9, 2013)

PROJECT NAME: Customer Service Initiative

DESCRIPTION AND PURPOSE: Improve County public image by enhancing quality customer interaction and service

PROVIDE EXAMPLES OF PROJECT GOALS AND OBJECTIVES:

- To improve quality of service and alter county culture to be driven and focused on quality public service.
- Develop a strong team working to assist departments in our purpose.
- Have internal and external customer service be a focus in every department
- Have the county image within the community be synonymous with positive customer service experience.

PROVIDE EXAMPLES OF PROJECT DELIVERABLES:

1. Maintain updated information in CSI employee handbook
2. Research and provide online tools/resources to train employees via, short videos, classes, workshops, webinars in customer service
3. Create a feedback mechanism to survey our strengths and weaknesses in customer service
4. Create incentives and awards for customer service

PROJECT TIMELINES:

CSI Handbook Update – 6 Month Goal

Project Related Date	Month/Year
Anticipated Start Date	March 2024
Anticipated Completion Date	September 2024

New Training Resources – 6 Month Goal

Project Related Date	Month/Year
Anticipated Start Date	March 2024
Anticipated Completion Date	August 2024

Create Customer Service Feedback Mechanism – 12 Month Goal

Project Related Date	Month/Year
Anticipated Start Date	September 2024
Anticipated Completion Date	March 2025

Customer Service Awards & Incentives – 18 Month Goal

Project Related Date	Month/Year
Anticipated Start Date	March 2025
Anticipated Completion Date	September 2025