

US EPA ARCHIVE DOCUMENT

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## HOW THESE GUIDELINES WERE DEVELOPED

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These Guidelines are the product of many people's efforts. After assessing the state of customer satisfaction survey work across the agency and coordinating a 3-year plan for surveys across the country, customer service staff determined that more people needed to understand how to obtain actionable feedback from customers. As a first step, in December 1997, the Customer Service Steering Committee (CSSC) formed the Feedback and Measurement Work Group to help plan the best way to accomplish the goal. In February 1998, the Customer Service Program (CSP) sponsored a workshop attended by nearly 20 people from program offices and regions. At that workshop, the CSP contractor (Macro International Inc.) facilitated a process designed to explain and exemplify what customer satisfaction measurement entailed and to produce an outline of the Guidelines contents.

Members of the Work Group reviewed two drafts. Representatives of several Federal and State agencies and with an internal expert panel commented on the third draft. The Work Group accepted and approved the next draft, prepared by customer service staff, for publication by the Customer Service Steering Committee in October 1998. Everyone who actively participated made this document possible.

### WORK GROUP MEMBERS

Michael Binder, Office of the Inspector  
General  
Charlotte Cottrill, Office of Research and  
Development  
Judi Doucette, Office of the Chief Financial  
Officer  
William Garetz, Office of Policy  
Elizabeth Harris, Office of Solid Waste and  
Emergency Response  
Beth Means, Office of Administration and  
Resource Management  
Wayne Naylor, Region 3  
Arnold Ondarza, Region 6  
Nan Parry, Office of Research and  
Development  
Caren Rothstein, Office of Prevention,  
Pesticides and Toxic Substances  
Stan Siegel, Region 2  
Lawrence Teller, Region 3  
Betty Winter, Region 4

### EXTERNAL REVIEWERS

Terry Bergerson, National Park Service  
Dan Bius, North Carolina Department of  
Environment and Natural Resources  
Gary Machlis, National Park Service  
Nancy Manley, Vermont Department of  
Environmental Compliance  
Lance Miller, New Jersey Department of  
Environmental Protection  
Tom Roberts, Social Security Administration

### INTERNAL EXPERT PANEL

Barry Nussbaum, Chairman, Office of Policy  
Development  
Charlotte Cottrill, Office of Research and  
Development  
Steve Burkett, Region 8  
Kevin Rosseel, Office of Air and Radiation