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STATE OF COLORADO

EXECUTIVE CHAMBERS

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Roy Romer
Governor

EXECUTIVE ORDER

CREATING A CUSTOMER SERVICE CULTURE IN COLORADO GOVERNMENT

- WHEREAS, the State of Colorado government is committed to achieving total citizen satisfaction in all facets of state government services;
- WHEREAS, the citizens of Colorado require and the state is committed to providing government services in the most efficient and effective ways possible;
- WHEREAS, the State of Colorado government must deliver goods and services that consistently meet citizen requirements in order to achieve total citizen satisfaction;
- WHEREAS, there is a lack of consistent standards in state government for providing goods and services that meet citizen requirement and the role of the service provider;
- WHEREAS, the total involvement of state government employees who provide a service to Colorado citizens and to internal customers is needed to adopt a customer service culture in Colorado government;
- WHEREAS, the concepts and tools of customer service training provide the knowledge and skills necessary for state employees to create positive customer perceptions of government services;
- WHEREAS, the process for improving the routine delivery of customer service and management of customer relations is the provision of supervisors of state employees who deliver the services;
- WHEREAS, supervisory training in customer service provides the knowledge and skills needed by supervisors to convey customer information to employees and facilitate employee understanding of how to meet customer requirements;
- WHEREAS, empowering state employees to take responsibility for solving customer service problems by using concepts and tools taught in customer service training and training supervisors in how to manage customer satisfaction will create a culture in state government that achieves citizen satisfaction;

NOW THEREFORE, I, ROY ROMER, Governor of the State of Colorado, under the authority vested in me under the Constitution and laws of the State of Colorado, DO HEREBY ORDER THAT:

1. Employees who meet regularly with the public to deliver goods and services and those who work with internal customers to regularly provide goods and services are deemed to be "front-line employees."
2. Front-line employees shall receive customer service training that provides the knowledge and skills necessary for them to be able to deliver goods and services that meet customer requirements.
 - a. By the end of the 1996 calendar year, 70% of employees designated as "front-line" shall be trained in approved programs.
 - b. By the end of the 1997 calendar year, 100% of these employees shall receive approved training.
3. Supervisors of the designated front-line employees shall receive supervisory customer service training which provides the knowledge and skills necessary for them to facilitate customer service in their areas of responsibility.
 - a. By the end of the 1996 calendar year, 40% of employees designated as supervisors of front-line employees shall be trained in approved programs.
 - b. By the end of the 1997 calendar year, 100% of these employees shall receive approved training.
4. Every department in Colorado state government shall submit a plan to me on how these goals are to be met by August 15, 1996.



GIVEN under my hand and the Executive Seal of the State of Colorado, this eleventh day of July, 1996.

A handwritten signature in cursive script, reading "Roy Romer", is written over a faint, circular embossed seal.

Roy Romer
Governor