

NMH IN-HOUSE CUSTOMER EVALUATION

This Evaluation is designed to help managers improve their performance on Key Results Areas by gaining in-house Customer (user departments and physicians) views on their performance. Each Customer may complete the form anonymously or sign it. The results are shared with the manager by his/her executive for development purposes. Please circle only one rating score. "w" means not applicable or the rater has no opinion. When finished, please put this form in a sealed envelope and address it to the department manager's boss. Your evaluation will be used to help develop our team performance. Thank you for your assistance.

Manager & Department Being Rated

Send Rating To:

Customer Satisfaction

Always Never

- | | | | | | |
|---|---|---|---|----|---|
| 4 | 3 | 2 | 1 | NA | 1. They quickly respond to my customer complaints. |
| 4 | 3 | 2 | 1 | NA | 2. They maintain good communications with me as a customer. |
| 4 | 3 | 2 | 1 | NA | 3. The attitude is of wanting to serve the customer. |
| 4 | 3 | 2 | 1 | NA | 4. They actively improve services to meet customer needs. |

Quality

Always Never

- | | | | | | |
|---|---|---|---|----|--|
| 4 | 3 | 2 | 1 | NA | 5. The work they do for us meets quality standards. |
| 4 | 3 | 2 | 1 | NA | 6. Attitude of staff is aggressive for high quality. |
| 4 | 3 | 2 | 1 | NA | 7. Problems in quality are immediately responded to. |
| 4 | 3 | 2 | 1 | NA | 8. Quality standards are better than other units. |

Productivity

Always Never

- | | | | | | |
|---|---|---|---|----|--|
| 4 | 3 | 2 | 1 | NA | 9. Timely results can be counted on from this group. |
| 4 | 3 | 2 | 1 | NA | 10. The department stays focused on Key Result Areas. |
| 4 | 3 | 2 | 1 | NA | 11. Linking procedures between our functions flow well. |
| 4 | 3 | 2 | 1 | NA | 12. They go out of their way to minimize bureaucracy & red tape. |

Economic

Always Never

- | | | | | | |
|---|---|---|---|----|--|
| 4 | 3 | 2 | 1 | NA | 13. The solutions they provide make economic sense. |
| 4 | 3 | 2 | 1 | NA | 14. They ask for ideas to reduce inefficiency & cost. |
| 4 | 3 | 2 | 1 | NA | 15. They control costs without being "penny-wise & pound-foolish." |
| 4 | 3 | 2 | 1 | NA | 16. They run things in a business-like fashion. |

Innovation

Always Never

- | | | | | | |
|---|---|---|---|----|---|
| 4 | 3 | 2 | 1 | NA | 17. Ideas are encouraged & implemented. |
| 4 | 3 | 2 | 1 | NA | 18. They suggest ideas to us & work with us to solve problems. |
| 4 | 3 | 2 | 1 | NA | 19. They are reasonably accessible & open to change. |
| 4 | 3 | 2 | 1 | NA | 20. When needed, they make clear decisions to reduce confusion. |



People Growth

Always Never

- | | | | | | |
|---|---|---|---|----|--|
| 4 | 3 | 2 | 1 | NA | 21. The staff is competent & knowledgeable. |
| 4 | 3 | 2 | 1 | NA | 22. The staff show good morale & spirit, & are actively engaged. |
| 4 | 3 | 2 | 1 | NA | 23. They treat me with respect & appreciate my efforts. |
| 4 | 3 | 2 | 1 | NA | 24. They seem to work well as a team. |

Organization Climate

Always Never

- | | | | | | |
|---|---|---|---|----|--|
| 4 | 3 | 2 | 1 | NA | 25. These folks live our corporate values. |
| 4 | 3 | 2 | 1 | NA | 26. They encourage interdepartmental teamwork. |
| 4 | 3 | 2 | 1 | NA | 27. The manager upholds our general management philosophy. |
| 4 | 3 | 2 | 1 | NA | 28. They deal with problems quickly & decisively. |

Comments

29. From my perspective, customer service would be even better if: _____

30. As a customer/peer, I need your help to: _____

31. It would be a big help if your staff interacted with me this way: _____

32. To add to your departmental excellence, may I suggest: _____

In House Customer

Date