

Government Finance Organization



Situation:

Moran Consulting was selected as the consulting partner to assist a state government financial organization with the specific need to improve internal customer service between departments. The organization provides retirement, disability and survivor benefits, and administers health care programs to residents of the state.



Problem:

- Negative relationships between employees both within the same department and in other departments.
- General lack of understanding for other's job functions.
- Poor inter-department communications throughout the entire organization.
- Internal service failures causing negative external customer experience.



Solution:

- **Service Essentials for Everyone by Moran Consulting:** Customer service training for all staff to include fundamental skill building around attitude, identifying needs, thoughtful body language and words, service contact points, handling difficult and angry customers and exceeding expectations.
- **Service Essentials for Mangers by Moran Consulting:** Training for all organization leaders. Skill building includes creating an environment of service excellence, managing communication and feedback, measuring service and recognizing excellence.
- Designed and implemented internal customer service standards, created employee satisfaction surveys to measure success rate for meeting new standards. The Moran process for standards development involves collaboration and consensus among both the front line staff and leaders; clarifying goals and expectations to assure buy-in and successful implementation.



Results:

Pre- and post-measurement survey of employees throughout the organization showed the following increases in important areas of measurement:



31% ↑

in the positive "attitude displayed by the staff" toward the individual employee



16% ↑

in the "quality of service I receive from other departments"



16% ↑

in hearing "coworkers speak positively about the organization"



15% ↑

in the area of "exceeding other departments expectations"