



Customer Satisfaction
The Care and Feeding of
Internal Customers

Presented by

Peter Harting

Nancy Win-Alderson

9/29/04



The Asset Management World

■ Maintenance vs. Projects

Reactive or Planned?

Comparison

CHARACTERISTICS

Customer Contact

Lead-time

Volume

Customer Base

Variability

Ability to satisfy

Cost of work as driver

Quality

Schedule

Reactive

Low

Short

High

Varied

High

Moderate

Low to Moderate

Moderate to High

Varies

Planned

High

Short to Long

Low to High

Low to Moderate

Moderate

High

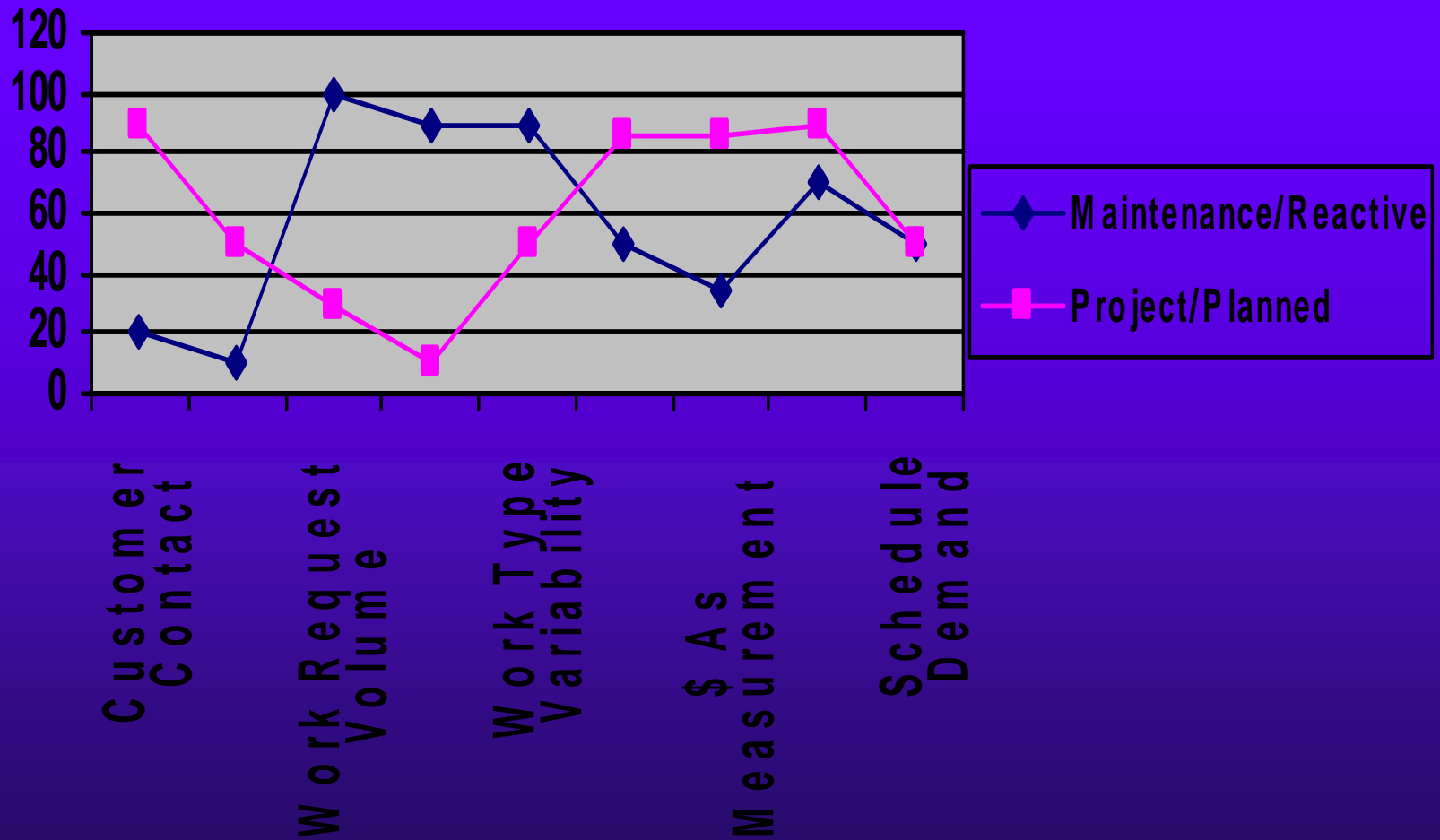
High

High

Varies



Comparison



Customer
Contact

Work Request
Volume

Work Type
Variability

\$ As
Measurement

Schedule
Demand

Attributes of Customer Satisfaction



Communication

Cost

Schedule

Quality

Professionalism

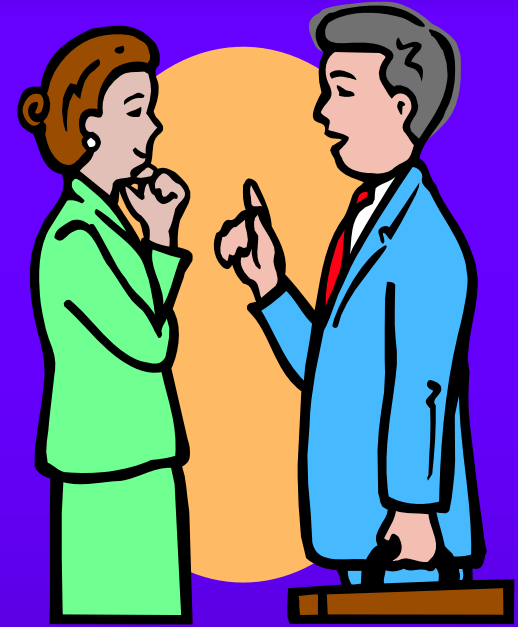
Overall Performance



“I know you understand what you think I said, but you don’t realize that what you heard is not what I meant.”

CUSTOMER

Communication - Alignment



- ◆ who, what, when, how & how much
- ◆ hick-ups, status progress, customer reporting & follow-ups
- ◆ What form of communication does customer want?



Alignment (Tools)

- ◆ Set up & Align Expectations
 - Service Level Agreement
 - Work Order / Service Order Requests
 - Project Request Form
 - Project Driver Statement
 - Monthly Report
 - Newsletter
 - Email Announcements
 - Signage
 - Contact List



Weekend Parking Garage Closures

Maintenance crews are planning work in the Groton Labs parking garage on the weekends of 9/11-9/12, 9/25-9/26 and 10/2-10/3. The garage entrances will be closed late Friday night thru Sunday night of each weekend. Work will commence in the garage early Saturday morning for each of the upcoming three weekends. Colleagues who plan to work on these weekends should adjust their parking accordingly.



Cost

“What’s in it
for me?”



- ◆ labor & material
- ◆ time based cost
- ◆ operations impact



PREGNANCY:

One woman and nine months is not equal to 9 women and 1 month.

Some folks just don't get it.

Schedule

“What’s taking so long, aren’t you done yet?”



- ◆ customer requirement
- ◆ customer expectation
- ◆ availability
- ◆ reality constrains



Quality

“I want it big enough, nice
looking, not too noisy and
done just right”



- ◆ customer requirement
- ◆ customer expectation
- ◆ availability
- ◆ reality constrains
- ◆ Understanding customer business needs

Professionalism

“That was the stupidest thing I’ve ever heard, don’t be an idiot!”



- ◆ Work ethic
- ◆ Training
- ◆ Department
- ◆ Appearance
- ◆ Communication
- ◆ Sensitive





Performance

“How did I do and how can I do better next time?”



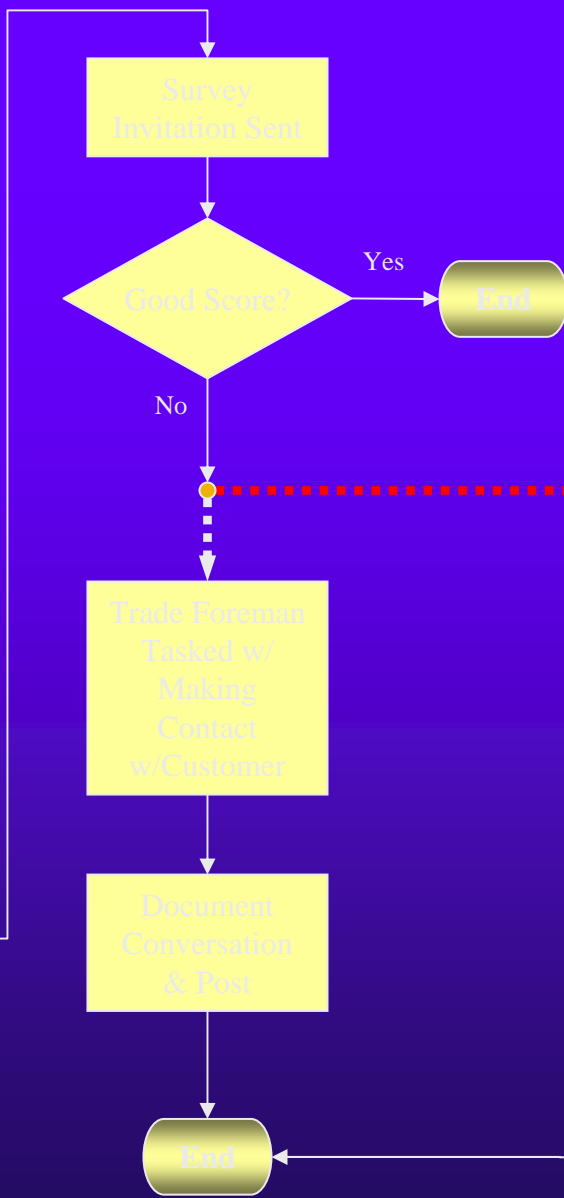
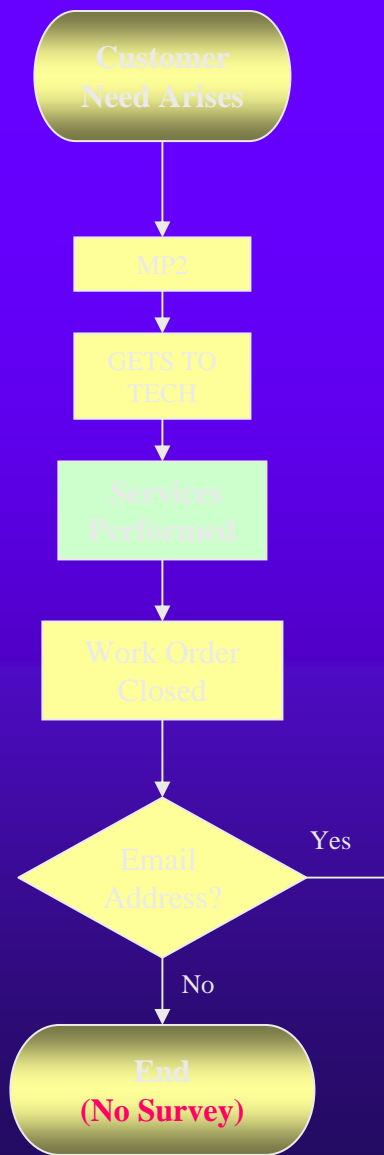
- ◆ communication
- ◆ measurement
- ◆ follow-up on “lessons learned”



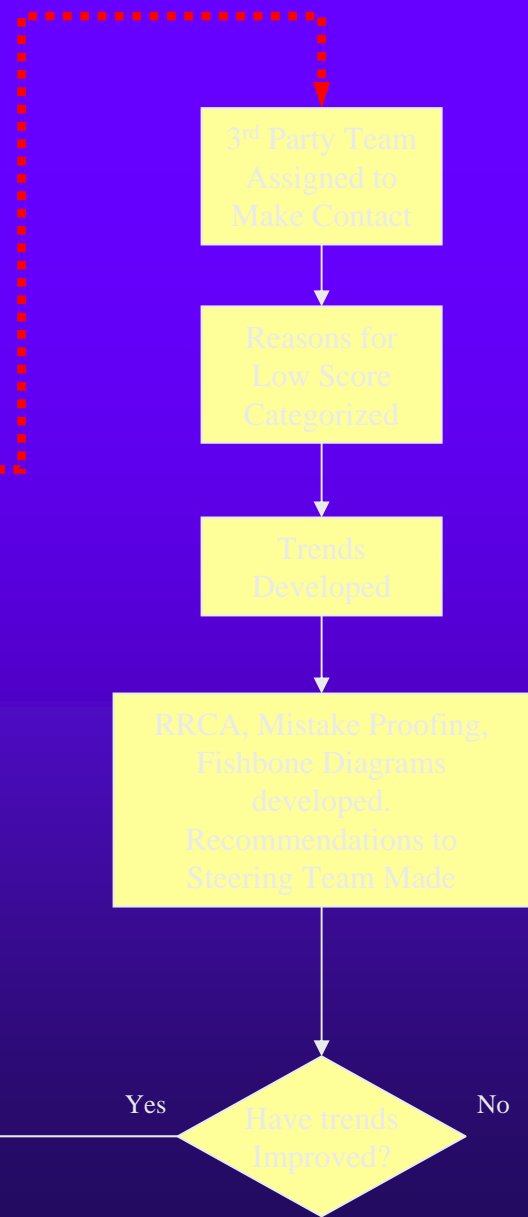
Customer Survey



Before ...



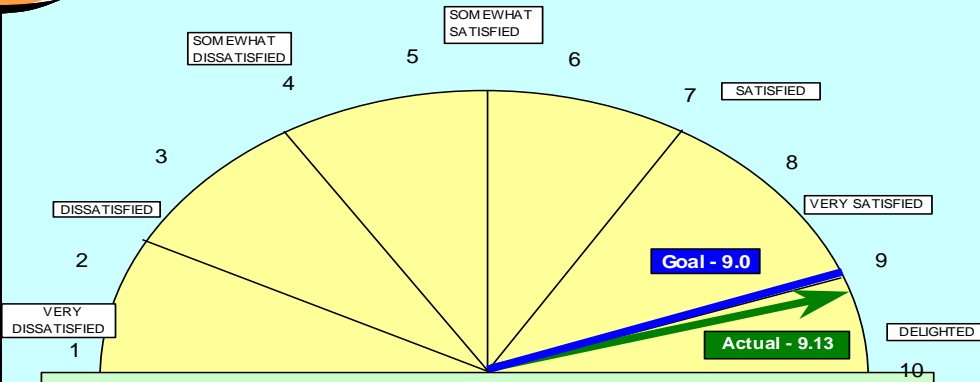
After ...



WL Facility Services

MFA – Customer Focus JULY (14.4% FROM 124/856)

FACILITY SERVICES Customer Survey Summary - 2004

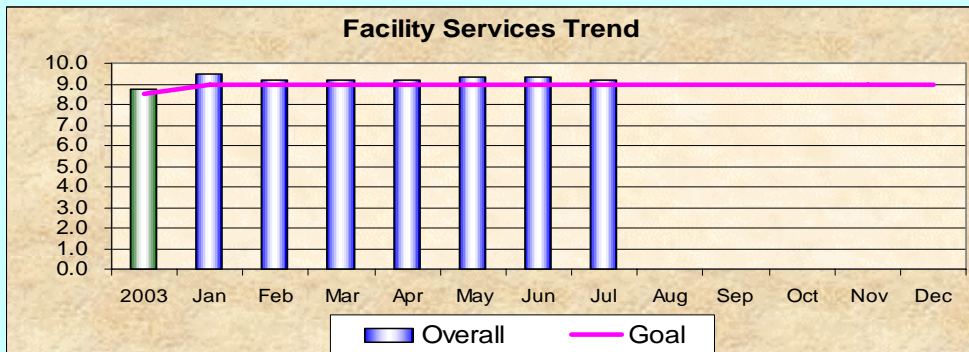


Current Trade Ratings	
Carpentry	8.1
Factory Moves	9.3
HVAC (comfort)	9.4
Janitorial	10.0
Machine Tool Services	9.7
New Construction	10.0
Other (general - no natural home)	8.9
Plant Electrical	8.7
Plant Mechanic	9.1
Plumbing	8.3
Overall Rating	9.1

CUSTOMERS WHO RATE US

- Site EH&S
- Mechanical Ops
- Material Engineering
- Information Support
- HS-WWR
- Engineering Labs
- HSSLS

Critical Customer Issues
Work Order closed without work being done



Hamilton Sundstrand
A United Technologies Company

**Facility
Services
Department**