

# IGOE

Department of Facilities Management Principal Survey Results  
MCPS Energy & Recycling Board Policies  
County Reg 15-04AM

## GUIDES

End:  
Satisfied  
Customer or  
Principal Visit

Trigger:  
Survey Results

## INPUT

Customer service  
Previous years results  
Previous year new  
strategies

## Survey Response Follow-Up

## OUTPUT

Increased performance  
Strategies for success  
New program initiatives  
Employee recognition  
Customer satisfaction  
Ratings  
Increased cost savings

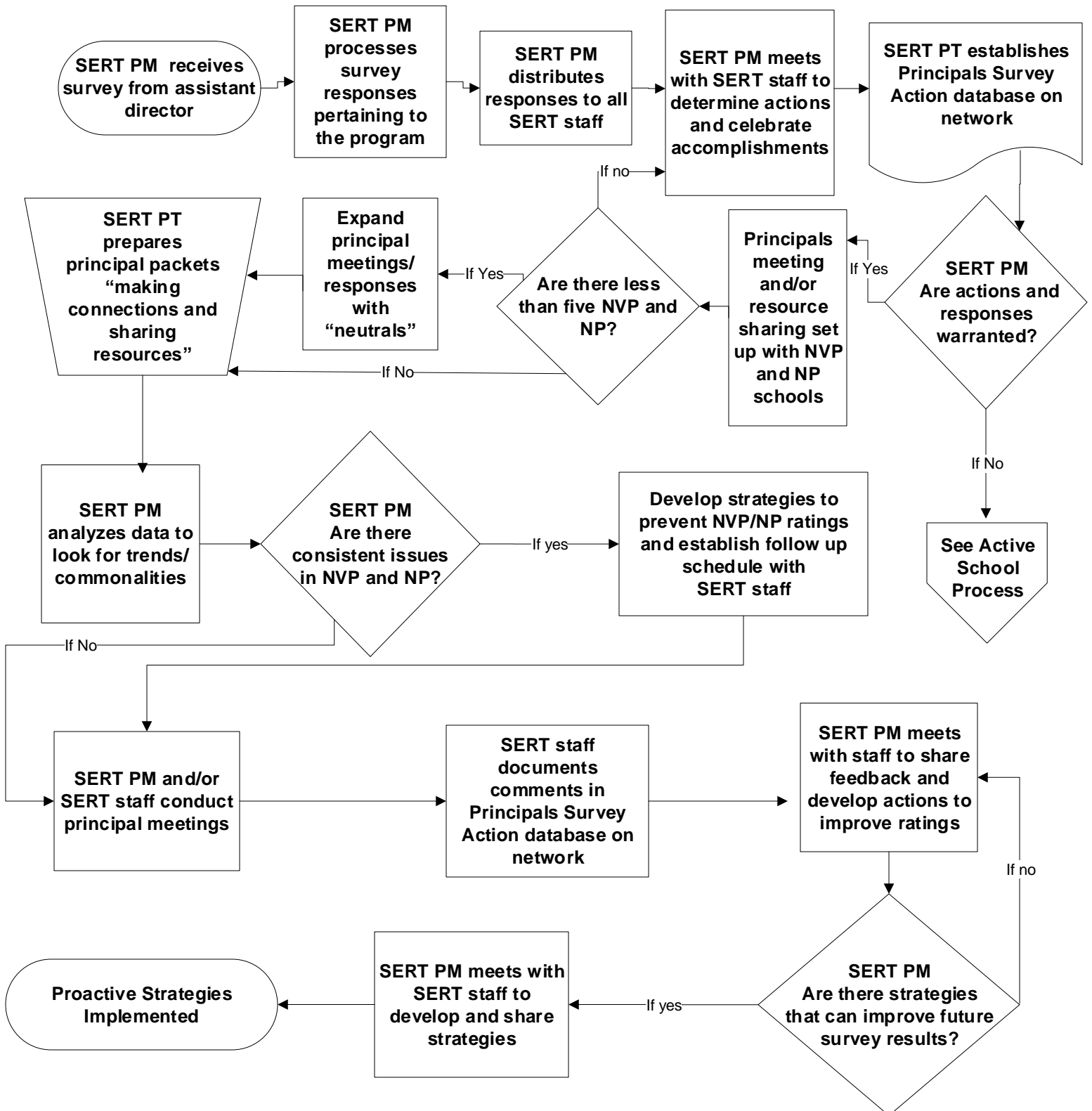
## ENABLERS

OCOO, DFM SERT Triangle, SERT Staff,  
Energy-efficient Technology  
Recycling Supplies  
Promotional Materials

Pre-emptive Review	Customer Feedback
Mandated Review	



# SERT Principal Survey Response Follow-Up Process



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## **PURPOSE:**

Principal survey is distributed to schools electronically to collect customer feedback on services provided by the Department of Facilities Management (DFM). This survey is conducted annually and is web-based and includes less than 30 questions. Electronic results are provided to division directors/unit managers and/or key staff to analyze survey responses, compare to prior years, identify trends in responses and develop strategies to improve services.

## **PROCESS SUMMARY:**

- Survey answers are provided to the SERT Program Manager (PM) who analyzes and provides SERT program related questions and responses to the program staff.
- Staff meet with SERT Program Manager to determine actions, if necessary, and celebrate accomplishments.
- Not Pleased (NP) and Not Very Pleased (NVP) schools are contacted for meetings with principal or assigned school staff.
- Visit to schools with Neutral responses are also conducted as determined by the responses.
- Any comments demonstrating an opportunity for improvement are addressed regardless of the rating.
- SERT PM collects information from each visit and analyzes for trends to establish necessary pro-active strategies for upcoming year.
- Principal Survey analysis meeting is conducted to brainstorm strategies for success and provide resources related to comments, if any.
- SERT staff are recognized for their exemplary service to schools and their accomplishments.
- Process is reviewed annually to incorporate new strategies for success.



# Annual Principals' Satisfaction Rating

