

# Customer Satisfaction Program – FY13 (921Z6JF)

## Objective

The Objective of the Customer Satisfaction Program is to improve and enhance organizational effectiveness through increased understanding of customer needs and increased communication with customers.



## Applicable standards

ISO                      ANSI  
 NFPA                    ASTM  
 42 CFR 84

## Key Partners

OPM

## Stakeholders

Emergency Response Workers  
 Employers

Workers  
 PPE manufacturers

## Project Scope

The results of activities incorporated into NPPTL program plans to improve organizational effectiveness and customer satisfaction. The impact of the results is improved worker protection.

## Milestones FY13

- 1Q – Stakeholder meetings broken up to single groups
- 3Q – Assess data from multiple meetings.
- 4Q – Plan 2014 activities

## Outputs

- Point of Service surveys for Annual Stakeholder Meetings

## Outcomes

- Provides external evaluation to validate current activities or redirection

Updated: 08 April 2013