

2005-2006

**Strategic Goal: Enhance Customer Service**

Action Steps	Action Leader	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Face-to-face customer training								X					
Telephone training								X					

**Personnel: Current Staff**

**Success Indicators: Completion of training program**

**KPI's: Human Resouces; Institutional Effectiveness; Continuous Improvement; Customer Service**