



AVIATION MANAGEMENT DIRECTORATE

CUSTOMER SERVICE EXPECTATIONS

Aviation Management Directorate (AMD) is a customer service driven organization. Our shared vision: ***“to be the competitive aviation services provider of choice” for the Federal government and related customers***” requires the delivery of an exceptional customer service experience and the customer’s acknowledgement of AMD as their preferred aviation services provider. As an integrated AMD team, we share a commitment to ensure a positive customer experience, enhance aviation safety and meet the needs of the Department. The AMD customer service expectations document exists to support all three requirements. It is provided to all AMD teammates as an aid in meeting our service responsibilities and to our customers as the service commitment they can expect from AMD.



Customer Service Excellence

The joint employee/management development approach for this standard draws upon the experience of the AMD workforce gained during the 37-year history of the organization. The previous AMD successes and lessons learned included in this document establish an excellent foundation to build upon and continue working toward our shared vision.

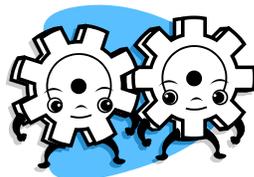
Partnership



Coordination

AMD customer service expectations revolve around a ***“you touch it, you share in owning it”*** philosophy. This means that everyone who “touches” a customer issue shares in the AMD ownership of that issue through its successful conclusion. (***TEAM – Together, Everyone Achieves More***). This approach improves internal communication and provides an opportunity for AMD teammates to assist their coworkers in maintaining visibility of customer needs and requirements during busy time periods.

Collaboration



Teamwork

📞 In your “life outside work,” have you ever called/contacted a service provider with a question, a problem, or a request and been told you had to contact someone else to address your issue, because it was not in their area? How did that make you feel; abandoned, unimportant, the proverbial “hot potato, caught in service limbo? This kind of response likely detracted from your overall experience and greatly influenced your level of satisfaction with that company/organization. This “brush off,” “not my job,” “pass the baton,” or however you characterize this experience contributes to an unfavorable customer experience for any of us that encounter it.

★ Conversely, have you contacted a service provider with issues that couldn’t be addressed by the representative and experienced the kind of personalized, “concierge-style” attentive service that made you feel like a celebrity? Likely, that experience also included some form of personalized post engagement follow-up to confirm the service provided met or exceeded your requirements/expectations. It’s that kind of caring “team” service that marks the difference between great customer service organizations and everyone else. Teams who consistently deliver that 5-star level of service understand and practice a “*you touch it, you share in owning it*” philosophy.

The first person to receive a customer request shares in the responsibility to ensure task completion and ensure that the customer received the appropriate response or service. By employing the “you touch it, you share in owning it” philosophy, AMD employees back each other up, minimizing the chances of an undelivered, but expected AMD service or unresolved customer issue. This also builds good will with the customer and provides a springboard for development of stronger and more positive relationships with all of our customers.

The following expectations outline the customer service objectives for all AMD managers and employees:

1. Answering phones



- Incoming calls will be answered in a professional and courteous manner.
- When calls are forwarded, they will be announced (including the caller’s name, if given). An incoming call is not forwarded until verified that the requested party is available. If the employee is busy, he or she will **so advise the employee forwarding the call. The caller will then be given the option of being directed to voice mail.** If the phone system is equipped the **Do Not Disturb (DND) button should be used when appropriate.**
NOTE: If there is an emergency call, the employee will be interrupted.
- If the primary person responsible for answering the phones is going to be away from his or her desk, that person will identify another officemate to cover for them and coordinate that with the individual.

2. Voice mail management



- Personal voice mail messages will be changed as appropriate. A sample message is as follows:

“Hi, this is Joe. I am currently unavailable. Please leave your name and number, and I will get back to you as soon as I can. Thanks.”

- If an employee is going to be out of the office for three days or more, the line should be forwarded to the primary receptionist, or the message should be modified. An example follows:

“Hi, this is Joe. Today is April 2nd. I will be out of the office for the next two weeks, returning on Monday, April 16. Please leave your name and number, and I will get back with you then. Or if you need immediate assistance, press 0 for the receptionist. Thanks.” As an alternative, a secondary contact could be named. For example, “If you need immediate assistance, press 0 and ask to speak with my supervisor.”*

*Contact your supervisor in the event of an extension of your planned time out of the office. If you need assistance in programming your phone or changing a message request it through your supervisor or simply ask an officemate.

- When in the office, voice mail messages will be accessed as soon as possible, but a **minimum of twice a day**.
- When out of the office on official business, remote access of voice mail is possible. When on travel status, employees are expected to access voice mail **at least once every other day**.
- Voice mail messages should be returned **as soon as possible or as appropriate** depending on the content of the message. At the very least, a return call acknowledging receipt of the voice mail should be completed **within 24 hours of listening to the voicemail** by the AMD employee.
- If a caller rings the front desk and states that he/she has left messages for someone but hasn't received a response, **he/she should be given the option of talking to the employee's team leader or supervisor**, as opposed to just leaving another message.



3. Meetings, Conferences, Training

- Employees will make every effort to schedule customer service activities around regularly scheduled staff meetings.
- When meetings, conferences or training are scheduled, the employee **is committing** to attendance of the **entire** event. On rare occasions, if a conflict arises, the commitment can be eliminated with the approval of the appropriate team leader/supervisor.

- Employees will be **on time** and actively participate in **all** sessions.



4. E-mail

- When in the office, employees will access their electronic in boxes **at least twice a day**.
- Required action/response to e-mail messages will conform to the “Action Item” standards listed in #10, Action Items & Response to Inquiries, section 9.
- Due dates will accompany any action or response items in the subject line and in the text to communicate the requests urgency. (e.g. Suspense: 30 September 2010 – Contract Specifications for BLM SEAT Contract)
- Email requests for service, information or policy guidance will be acknowledged with a response email upon receipt. If unable to provide the service, information or policy guidance, the AMD employee will provide an estimate of when it will be provided.
- Email from AMD teammates shall always be courteous and professional. Due to the time-delayed and limited interactive nature of email, AMD teammates should consider follow-up (1) face-to-face or (2) videoconference/telephone contact with customers before responding to emails dealing with contentious or complex issues. A follow-up email to these meetings/conversations provides a useful record for all concerned and is encouraged.



5. Office Coverage

- To provide service to our customers/partners, AMD offices will be staffed with a minimum of one employee during business hours (7:30 am – 4:30 pm local) using the flexibility allowed by the established Alternate Work Schedule (AWS) program. Supervisors will contact the AMD Senior Advisor, if unable to accomplish the scheduling. During that time, the main office number will be answered, and we will respond to our customer and public needs/requests.
- If no employees are available arrangements will be made to ensure that the phones are answered by an answering company, forwarded to a cell or other AMD office.



6. Customer Contacts

- Regular, proactive contact with customers is among the best ways to head off potential service issues early and to establish and strengthen the strong communication links and relationships with customers that are the foundation of world-class customer service. To improve customer

relationships each AMD designated employees are expected to contact key customers per the guide listed in Appendix A.



7. AMD Task/Request Tracking System

- OCTOBER LIMITED BETA TEST ROLLOUT

- The AMD Customer Service Task/Request tracing system is scheduled for deployment in October 2010 with designated AMD beta testers.
- Each Region and Division identifies and provides training to the primary office point of contact to use the Customer Service Task/Request Tracking System tool.
- In order to track and document completion, all significant taskings or requests will be entered and tracked in the AMD Task/Request Tracking System tool.
- Taskings will be entered by the appropriate Division/Region Administrative Assistant/central point of contact.
- The employee completing the task will annotate the completion date or request that the Region or Division central point of contact make the annotation.
- The AMD Customer Service Task/Request Tracking System tool includes specific instructions for close-out actions.



8. Action Items & Response to Inquiries

- Time and workload will be managed in such a manner to ensure we provide timely response and action in a consistent manner. This applies to all requests whether received electronically, verbally, or hard copy. Judgment should be exercised; there will be exceptions to general timeframes. If a response will take longer than normally expected, the recipient will be notified and an appropriate timeframe negotiated.

NOTE: If a response date is specified in the request, that date will supersede the timeframes shown below if practical. If a supervisor/team leader makes a request, he or she will specify the expected response date/time.

- Unless specified otherwise, AMD will use four general timeframes: immediate, one week (five workdays), two weeks (ten work days), and one month (20 work days). Additionally, there are tasks where the time frame is pre-determined and negotiated. To provide consistent time measurement, working days will be used. This counts every working day, and excludes weekends, Federal holidays, and emergencies that close the office. If the submission is incomplete and needs to be sent back to the originator for additional information, the submission will be signed out and considered complete until resubmitted. When the updated submission is resubmitted, a new timeline will be started for submission completion.

Immediate

Briefing requests

Emergency items

Congressional inquiries: due date for these is determined by O/S; often it's only 24 hours

Zoomerang Reviews: 48 hours

FOIA request received in any AMD office must be forwarded to the O/S within 3 working days

One Week (5 workdays)

Mission or vendor specific questions

Inspection/evaluation report completion (after inspection)*

Trip reports from conferences, meetings (if required)*

Meeting minutes*

Two Weeks (10 workdays)

Procedure issues

Letter response

One Month (20 working days)

FOIA Request

Items with completion requirements specified

Accident Investigation

Elevated SAFECOM

Operational Data Report

AMD-13

AMD-66

SES Travel Request

CARs/PARs

Qtrly Customer Service Calls

AMRB Recommendations

Negotiated

Special requests

Manual (Program/Policy/Guide/Procedure/Spec)

Memorandum (Policy, Program, etc.)

Policy Review/Contract Specification Review

**NBC-AMD's
CUSTOMER SERVICE EXPECTATIONS**

Appendix A

Contact Schedule

AMD POC	Who to Contact	Schedule
Zone Managers	Exclusive Use Base Manager	Monthly during contract period.
	BLM SAM for assigned zone (if assigned) USGS, BOR, ABOD, BLM, BOEMRE, BIA, NPS, FWS, OSM	Monthly
AMD AD	ABOD USGS, BOR	Oct, Jan, Apr, Jul
	ABOD BLM, BOEMRE, BIA	Nov, Feb, May, Aug
	ABOD NPS, FWS , OSM	Dec, Mar, Jun, Sep
AKRO RD	NAM USGS, BOR	Oct, Jan, Apr, Jul
	NAM BLM, BOEMRE, BIA	Nov, Feb, May, Aug
	NAM NPS, FWS , OSM	Dec, Mar, Jun, Sep
ERO RD	NAM USGS, BOR	Nov, Feb, May, Aug
	NAM BLM, BOEMRE, BIA	Dec, Mar, Jun, Sep
	NAM NPS, FWS , OSM	Oct, Jan, Apr, Jul
WRO RD	NAM USGS, BOR	Dec, Mar, Jun, Sep
	NAM BLM, BOEMRE, BIA	Oct, Jan, Apr, Jul
	NAM NPS, FWS , OSM	Nov, Feb, May, Aug
AKRO Lead Inspector	Appropriate RAM USGS, BOR	Dec, Mar, Jun, Sep
	Appropriate RAM BLM, BOEMRE, BIA	Oct, Jan, Apr, Jul
	Appropriate RAM NPS, FWS , OSM	Nov, Feb, May, Aug
ERO Lead Inspector	Appropriate RAM USGS, BOR	Oct, Jan, Apr, Jul
	Appropriate RAM BLM, BOEMRE, BIA	Nov, Feb, May, Aug
	Appropriate RAM NPS, FWS , OSM	Dec, Mar, Jun, Sep
WRO Lead Inspector	Appropriate RAM USGS, BOR	Nov, Feb, May, Aug
	Appropriate RAM BLM, BOEMRE, BIA	Dec, Mar, Jun, Sep
	Appropriate RAM NPS, FWS , OSM	Oct, Jan, Apr, Jul
FCCs	Six Scheduling POCs on a Rotating Basis	Monthly
AMD Safety	Bureau National and Regional Aviation Safety Managers	Monthly

**NBC-AMD's
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Appendix A

AMD Tech Service	Exclusive use CORs	Monthly during contract period
AMD Business Manager	ABOD members	Monthly (Coordinate with AD)
AMD AQD	Bureau Aviation Managers and Exclusive Use CORs	Monthly
AMD TD	IAT Steering Committee Members NAM – 8 bureaus Regional Aviation Training Managers	Monthly

**NBC-AMD's
CUSTOMER SERVICE EXPECTATIONS**

Appendix B

Acronyms

ABOD – Aviation Board of Directors
AD – Associate Director
AMD – Aviation Management Directorate
AMRB – Aviation Mishap Review Board
AQD – Acquisitions Directorate
BIA – Bureau of Indian Affairs
BLM – Bureau of Land Management
BOEMRE – Bureau of Ocean Energy Management, Regulation and Enforcement
BOR – Bureau of Reclamation
CARs – Corrective Action Requests
CORs – Contracting Officer Representatives
FOIA – Freedom of Information Act
FWS – Fish and Wildlife Service
IAT – Interagency Aviation Training
NAM – National Aviation Manager (Bureau)
NPS – National Park Service
O/S – Office of the Secretary (Department of the Interior)
OSM – Office of Surface Mining
PARs – Preventive Action Requests
SEAT – Single Engine Air Tanker
SES – Senior Executive Service
SAM – State Aviation Manager (BLM)
USGS – United States Geological Survey