

Mecklenburg County Assessor's Office

Customer Service Assessment

Presentation to the Board of County Commissioners – 5/28/13 Agenda

- ❖ Project Goals, Focus, and Scope
- ❖ Brief Methodology Overview
- ❖ Transforming the Culture and the Customer Experience
 - Sharing Key Conclusions and Root Causes
 - Moving Forward
 - Desired Customer Service Mindset and Culture
 - Recommendations/Guidance Provided During the Project
 - Core Recommendation Areas
 - Reviewing Action Planning Approach
 - Identifying Key Success Factors