

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 94-46

June 1, 1994

TO: All Regional Directors, Officers-in-Charge
and Resident Officers

FROM: William G. Stack, Associate General Counsel

SUBJECT: NLRB Customer Survey

In accordance with the National Performance Review, the Agency is currently developing a customer survey to determine how satisfied or dissatisfied our "customers" are with the services we provide. This is a joint project and representatives of the Board, General Counsel, NLRBU and the NLRBPA are actively involved in designing and implementing the survey.

While the joint committee members will be generating ideas, questions, formats, target groups, etc. among themselves for consideration, the committee would like all employees to give thought to this project and to have an opportunity for input. Accordingly, employee ideas and suggestions as to what areas they believe should be covered or what questions they believe should be asked are welcomed.

For field managers, supervisors and non-unit employees, suggestions should be submitted to Assistant General Counsel B. Allan Benson, Division of Operations-Management. They can be collected within the Regional Office and submitted together, or employees are free to submit them directly to Allan Benson.

The NLRBU and the NLRBPA will be soliciting suggestions directly from their unit employees as to what areas they believe should be covered or what questions they believe should be asked. By agreement with the NLRBU, this memorandum serves to encourage field employees represented by the NLRBU to submit their suggestions to NLRBU National Secretary Margot Sauers, c/o Region 20, San Francisco.

-2-

Please distribute a copy of this memorandum to all staff members and to the NLRBU Local. Responses should be submitted to the appropriate person to be received as soon as practicable, but no later than Friday, June 10.

Please feel free to address any questions concerning this memorandum to me or to Assistant General Counsel Benson.


W. G. S.

cc: NLRBU

MEMORANDUM OM 94-46



UNITED STATES GOVERNMENT
National Labor Relations Board

Memorandum

TO: All Office of the General Counsel
Managers, Supervisors and
Non-Bargaining Unit Employees

DATE: June 1, 1994

FROM: Fred Feinstein, General Counsel

SUBJECT: NLRB Customer Survey

In accordance with the National Performance Review, the Agency is currently developing a customer survey to determine how satisfied or dissatisfied our "customers" are with the services we provide. This is a joint project and representatives of the Board, General Counsel, NLRBU and the NLRBPA are actively involved in designing and implementing the survey. The customer survey is one component of our overall effort to reexamine our priorities and to identify areas where we can become more effective. As a part of my continuing encouragement of you to make suggestions and present ideas for change and improvement, I invite your suggestions and ideas concerning the customer survey project.

You may submit your suggestions to me or to Assistant General Counsel B. Allan Benson, Division of Operations-Management, who is working on the customer survey joint committee. Responses should be submitted as soon as practicable, but no later than Friday, June 10.

*Was Not Sent
out but was
kept for
reference.*

FF
F. F.

