

# CAO CONNECTION

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## VOX POPULI

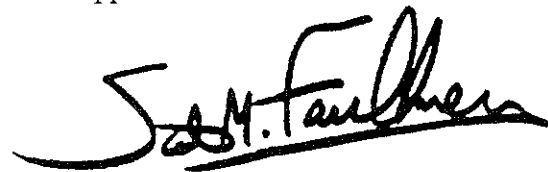
"The voice of the people is the voice of god." This was one of the great rallying cries of President Andrew Jackson, and his supporters, as they reformed government in the early 19th century. Their reforms brought the average citizen closer to directly impacting the political process and rebuilt faith in our national institutions at that time.

In the world of service it could be said that the "voice of the customer is the voice of god." Organizations that bring that voice more directly into their operations become world leaders in their field. In the last three months, this is exactly what we have begun doing within the CAO.

The first step was to conduct our first ever customer service survey. The response was overwhelming; some even included written attachments with service ideas. This shows the high level of interest and seriousness our customers have in this effort. Our next step is to complete an analysis of the results and use it as the road map for service improvement.

One of our primary challenges for the 105th Congress will be to bring the "voice of the customer" into everything we do. To help us with this, we now have a DECISION SUPPORT CENTER, which is a computer-assisted brainstorming and consensus-building tool. Using this information-age resource, and then expanding its use through the House Intranet, we can develop substantive, real-time, and ongoing dialogues with the people we serve.

These are exciting times. The success of our service delivery depends on achieving a full partnership with our customers. The survey and the CENTER are just two ways we are making this happen.



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### George Washington Welcomes You To Congress!

Have you visited the new House Intranet web site? In the first week alone, over 700 people have tried *onlinecao*, with 36,729 "hits" to various pages. You can access *onlinecao* @ <http://welcome.house.gov>. And for a special video introduction by George Washington himself, watch Channel 25 any afternoon between 5 and 6 p.m. Happy learning.