

NOAC Customer Survey Workshop Custom House 09/11/17

Chairs Tara Buckley and Colleen Savage

All presentations limited to 10 minutes

11.10 Cork County —Conor Ahern On-line portal and its management

11.20 Dublin City Council – Eileen Quinlivan – Service delivery strategy and how customer feedback will be built in

11.30 Theresa Langan – New customer services and how the outlined targets will be evaluated

11.40 Fingal County Council – Gerry McDermott – Customer Satisfaction market surveys: design and impact

11.50 Galway County Council – Eimear Dolan – How your customer service group works and improves services

12.00 Main points wrap up by Tara Buckley

12.10 Letrim County Council – Shane Tiernan – Communications Strategy

12.20 Limerick City and County Council – James Sweeney and Triona Daly – Practical live demonstration of MyLimerick

12.30 Meath County Council - Maeve Sheridan and Olive Falsey – Sugar system and customer engagement

12.40 South Dublin County Council – Ralph McGarry – Multimedia campaigns

12.50 Ger Walsh and Patsy Brislane - Tipperary County Council – Customer Service Management team meetings: how you input different indicators and act on the indicators

13.00 Main points wrap up by Colleen Savage and questions for discussion presented

13.10 – 13.50 Working lunch tea/sandwiches for discussion

13.50 Participation session chaired by Colleen Savage – Questions and answers session, lessons learned/outline of proposed survey/next steps