

A message from County Manager Tom Zdunek

“Service Through Performance”

Since being appointed county manager last September, it has been my pleasure to learn more about the wide variety of services we provide to the public and to meet the dedicated county employees who make those services happen. While I am committed to moving the county forward on a variety of different issues, it is a commitment to providing a quality experience for our customers that is, and must be, at the heart of our service delivery. Whether we are responding to a complaint, providing recreational programming to children, or patching a pothole, we must remember that our primary obligation is to our customers, the residents of Bernalillo County.

To emphasize the importance I have placed on ensuring that users of county services have a positive experience in their dealings with us, I have initiated what I call **“Service Through Performance” (STP)**. Some of you may have been in meetings in your department and heard this term—and I hope that you have. It is the term I have given to an initiative aimed at raising awareness of the importance of providing a quality customer experience to everyone we serve—whether that is a county resident or a fellow county department.

Under the STP initiative, we are identifying what our customers need and want from us and developing performance standards around those needs so we can document how well and to what extent we are responding to what our customers expect from us. These measures of customer-focused activity will, over time, be added to each department’s set of performance measures and be used on an ongoing basis to tell us how we are doing and also as a reminder to always focus on who we serve. Meetings with departments have already started and the customer measures of performance are being developed now.

It may sound cliché to talk about the customer experience and trying to meet the needs of our residents but, simply put, it is why we are here. I hope you will join me in maintaining and enhancing this focus on providing a positive experience to our customers so that the next time someone walks away from an interaction with county government, they will feel it was a positive one.

Feel free to contact Kevin Kinzie of my staff if you would like more information or would like to schedule a presentation on this topic for one of your staff meetings. He can be reached at 468-7309.