

Customer Service Performance Dashboard (As would be presented at the end of the first quarter of FY 13/14)

Value Driver	Score	Attribute	Performance				Expected Trend	Comments	
			Q1 12/13	Q2 12/13	Q3 12/13	Q4 12/13			Current
Service Delivery									
Customer Experience	Green	Quality	Red	Yellow	Green	Green	Green	→	
		Customer Satisfaction	Yellow	Green	Green	Red	Yellow	↑	
		Timeliness	Red	Red	Red	Red	Red	↑	
Customer Education	Yellow	Availability	Green	Green	Yellow	Yellow	Red	↑	
		Effectiveness	Green	Green	Green	Green	Green	→	
Benefit Administration									
Compliance	Green	Appeals	Yellow	Yellow	Yellow	Green	Green	→	
		Audits	Red	Green	Green	Green	Green	→	
Self Service	Yellow	Utilization	Green	Green	Green	Yellow	Yellow	↓	
Operational Effectiveness	Yellow	Effectiveness	Yellow	Yellow	Yellow	Red	Red	↑	
		Risk Management	Green	Green	Green	Green	Green	→	
High Performing Staff									
Engaged Staff	Green	Job Satisfaction	Green	Green	Yellow	Yellow	Green	→	
		Background for Innovation	Green	Red	Red	Red	Green	→	
Skilled Staff	Yellow	Skill Level	Green	Green	Red	Green	Red	↑	
		Continued Growth	Yellow	Yellow	Green	Green	Green	→	

Status Indicators	
	Operations within this area meet or exceed the established performance targets.
	Operations within this area do not meet established performance targets, but are within an acceptable range of variance.
	Operations within this area do not meet established performance targets, and are outside of an acceptable range of variance.

Expected Trend	
	Considering operational trends the operational performance is expected to increase over the next 3-6 months.
	Considering operational trends the operational performance is expected to remain constant over the next 3-6 months.
	Considering operational trends the operational performance is expected to decrease over the next 3-6 months.

* Please note that the colors, expected trends, and comments displayed on this dashboard are for **illustrative purposes only** and does not reflect the current CSS operating environment.