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GPO MEDIA CONTACT: GARY SOMERSET 202.512.1957 | mb 202.355.3997 | gsomerset@gpo.gov

FEDERAL AGENCIES GIVE GPO HIGH CUSTOMER SATISFACTION SCORE

WASHINGTON – U.S. Government Publishing Office (GPO)’s biennial customer services survey of more than 500 Federal agency customers showed abundantly positive customer satisfaction ratings. The average satisfaction rating across GPO procurement contracts, programs, and services was 96 percent. Respondents reported the highest satisfaction ratings with staff professionalism, the value of GPO products and services, and staff technical knowledge and expertise.

Key findings from the survey:

- The satisfaction rating for the Simplified Purchase Program increased from 93 percent in 2022 to 96 percent in 2024.
- The satisfaction rating for Onsite Document Services increased from 92 percent in 2022 to 97 percent in 2024.
- Every Customer Services procurement contract, program, or service included in the survey was given a “highly satisfied” or “satisfied” rating by at least 93 percent of respondents.
- Respondents reported a 93.1 percent satisfaction rate with “ease of working with GPO” in 2024, an increase from 89.5 percent in 2022.
- Respondents reported the highest satisfaction with staff professionalism (97.6 percent), value of GPO products and services (95.9 percent), and staff technical knowledge and expertise (95 percent).

“It’s great to hear our customers tell us what we believe about ourselves—that we’re helpful and professional and strive to deliver a first-rate customer experience at every touch point,” said GPO Director Hugh Nathaniel Halpern. “Customer satisfaction is central to keeping our customers and their agencies coming back time after time.”

The 2024 biennial survey marks the second time that GPO conducted a customer service survey after implementing its post-pandemic telework/remote work policy and serves as evidence of the success of that policy. GPO is utilizing survey data to identify new business

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opportunities and develop plans to address any noteworthy issues identified by its customers.

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