

*Celebrating 150 Years | 1861–2011*

# NewsRelease

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## GPO SCORES POSITIVE RESULTS ON CUSTOMER SATISFACTION SURVEY

WASHINGTON—The U.S. Government Printing Office (GPO) reports positive results on a customer satisfaction survey of more than 750 Federal agency customers. The survey focused on GPO's printing and publishing services, billing processes, and employee customer service. This is the first customer satisfaction survey conducted since 2007 with the purpose of identifying ways GPO can better serve Federal agency customers. Some of the results include:

- 91 percent of customers are satisfied overall with the services they are receiving
- 89 percent of customers are likely to recommend GPO to a colleague
- 81 percent of customers utilize the forms and publications available on GPO's Web site

The results of the customer satisfaction survey support a principal goal of Public Printer Bill Boarman's Strategic Plan, released in April 2011, to ensure that GPO meets customer agency needs and expectations.

The survey reported improvements across the board in satisfaction with GPO's billing process, including promptness of billing, accuracy of invoices, the billing problem resolution process, and satisfaction with GPO's deposit accounts. Earlier this year GPO established a multidisciplinary task force to identify and resolve billing issues which has been working to improve customer satisfaction and collect outstanding funds owed to GPO.

"Customer service is one of GPO's top priorities and I am pleased to report positive customer satisfaction results from our recent survey of Federal agency customers," said Public Printer Bill Boarman. "GPO is always striving to improve the agency's customer service practices and provide our customers with products they need to carry out their agency missions. I'm especially pleased with the progress our task force is making in resolving billing problems."

With 2,200 employees, GPO is the Federal Government's primary resource for producing, procuring, cataloging, indexing, authenticating, disseminating, and preserving the official information products of the U.S. Government in digital and print formats. GPO is responsible for the production and distribution of information products and services for all three branches of the Federal Government, including U.S. passports for the Department of State as well as the official publications of Congress, the White House, and other Federal agencies. In addition to publication sales, GPO provides for permanent public access to Federal Government information at no charge through GPO's Federal Digital System ([www.fdsys.gov](http://www.fdsys.gov)) and through partnerships with approximately 1,220 libraries nationwide participating in the Federal Depository Library Program. For more information, please visit [www.gpo.gov](http://www.gpo.gov). Follow GPO on Facebook <http://www.facebook.com/USGPO> Twitter <http://twitter.com/USGPO> and on YouTube <http://www.youtube.com/user/gpoprinter>.

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