

News Release

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GPO SCORES HIGH WITH FEDERAL AGENCIES ON CUSTOMER SATISFACTION SURVEY

WASHINGTON – The U.S. Government Printing Office (GPO) reports positive results on a customer satisfaction survey of approximately 500 Federal agency customers. The survey focused on GPO’s products, services, and programs, the cost-effectiveness of services, and satisfaction with GPO’s website and employee customer service. The survey also allowed respondents to provide narrative feedback on how GPO could improve services. Some of the results include:

- 91 percent of customers are satisfied with overall service from their primary GPO location
- 90 percent of customers are likely to recommend GPO to a colleague
- 90 percent of customers say they do not believe they can beat or match GPO pricing

The survey was conducted in support of GPO’s Strategic Plan that emphasizes a customer-centric approach through agency-wide procedures, policies, and activities implemented to ensure GPO is meeting customers’ needs and exceeding their expectations. As a result of the survey, GPO will identify new business opportunities and develop plans to continuously improve performance.

“GPO has adopted a customer-centric business model and the positive results from our 2014 customer satisfaction survey show that our efforts are reaching our customers,” said Public Printer Davita Vance-Cooks. “GPO will use the survey results and feedback to further improve our business, products, and services for our Federal agency customers.”

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