

# Circular



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## **LPI Customer Survey**

At Land and Property Information (LPI) we aim to provide a high level of service to all our customers. To assist in achieving that aim, we are committed to gaining feedback about our levels of service delivery. Your suggestions and opinion of the standard of service we deliver provides valuable input to an ongoing process of improvement.

As many of you would be aware, a customer survey was recently undertaken to monitor our levels of service delivery and to capture your thoughts on LPI's counter service at Queens Square (QS). Just over 400 representatives of LPI's customer base were interviewed as they left the QS building. I would like to take this opportunity to thank all those who participated in the survey.

### **OVERVIEW OF RESULTS**

The results have now been tabulated and overall they are extremely positive. Not surprisingly, our analysis does indicate that there are customer service requirements that LPI should address in both its short and longer term planning.

Participants were asked to evaluate the performance of their main business area on a range of service attributes which were developed in consultation with both customers and staff. Analysis of the results show that the key areas to be addressed are:

- Turnaround of service delivery;
- The queuing and counter systems for both business and general public customers;
- Rostering of staff to ensure consistent service delivery throughout the day; and
- Review of a receipting system for lodging documents.

### **KEY ACTIONS**

Over the coming months, LPI will be addressing issues raised by our Queens Square customers. As we trial many of the suggestions and associated initiatives, we will continue to keep you informed and to seek your opinions.

We trust that our quality of service will continually improve as we finetune and adopt new ways of service delivery in response to customer feedback.

I would again thank all those who gave their time to participate in the survey. We greatly value your input and as a result of this project, specific improvement strategies have been incorporated into LPI's service planning. In addition, several valuable benchmarks have been established for LPI against which future performance can be measured.

Des Mooney  
General Manager