

MEETING LOG

DATE OF MEETING: July 19, 1995

LOG ENTRY SOURCE: Douglas L. Noble
Assistant Executive Director for Information Services
U.S. Consumer Product Safety Commission (CPSC)

MEETING PARTICIPANTS: Ms. Nancy K. Morgan
Senior Manager, Corporate Product Integrity
Mattel Toys

Daniel Rumelt
Senior Information Services Manager
Office of Information Services, CPSC

Catherine Harris-Rowell
I-Net Corporation
(CPSC supervisor for contract Hotline representatives)

SUMMARY OF MEETING

Ms. Morgan requested the meeting in conjunction with her visit to CPSC headquarters offices and meetings with staff from the Offices of Compliance and Hazard Identification and Reduction. She indicated that her company was reviewing its teleservice operation and taking steps to raise its level of customer service. Having heard about the recognition given to CPSC for the reengineering of its Consumer Hotline she wanted to learn more about the specific actions taken to improve its customer service.

CPSC staff and the I-Net supervisor reviewed with Ms. Morgan the various initiatives taken shortly after the arrival of Chairman Brown to reengineer the Hotline. Ms. Morgan asked a number of questions about the computer based support given to the Hotline including complementary fax-on-demand and Internet information services. Towards the end of the meeting she expressed her view that CPSC's Hotline was truly a "world class" teleservice operation. For example she was very interested in the success CPSC had achieved in automating the transfer of calls from its 1-800 number to other telephone numbers (including other 800 numbers). In particular, she said that her company was interested in doing the same to save callers from having to hang up and re-dial to other offices within the company. Until her meeting with CPSC staff, she said that it had been her understanding that this was not technically feasible.

CPSC staff also told Ms. Morgan about federal government efforts to improve teleservices under the auspices of the National Performance Review benchmarking consortium. Ms. Morgan expressed great interest in the report of the NPR so CPSC staff provided her a copy.

The meeting closed with Ms. Morgan asking CPSC staff to consider visiting Mattel's teleservice site in Los Angeles once it was further along in its efforts to improve operations there.

CPSA 6 (b)(1) Cleared 7/24/95

No Mfrs/PrvtLblrs or

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