

### **Purpose**

The Board is committed to establishing and maintaining a superior level of service. MPERS' primary customers are the members, retirees, survivors, and other beneficiaries. Customers will be provided prompt, tailored, courteous, personal, and professional service; timely payments made in compliance with the law; accurate and transparent communications; and timely and relevant information and education. Quality service includes the integrity of data used to formulate benefit details for customers and employers. Failure to maintain data integrity presents a risk to the System and its customers. MPERS will also provide quality service to employers, including Missouri Department of Transportation and the Missouri State Highway Patrol, who are also customers of the System. Quality service will also be extended to other stakeholders as appropriate, including the executive and legislative branches of state government, the general public and other interested parties.

### **Role of Trustees**

To assure quality service the Board selects and retains competent management. The Board will establish reporting requirements so that it may monitor System operations. The Board will also assure that adequate fiscal resources are provided for training, to deploy technology and best practices, and to assure quality service on a cost-effective basis.

### **Measuring and Evaluating Performance**

The Executive Director and staff shall develop measurement data, benchmarks and survey tools to evaluate and determine whether the System delivers quality service. The Executive Director will consult periodically with the Governance Committee to develop meaningful and timely report presentations for the Board regarding quality service. Quality service will be incorporated into the performance evaluation criteria for the Executive Director and employees.

### **Timing and Refinement**

Quality service data shall be provided to the Board annually. The Executive Director will bring to the Board's attention any particular quality service issues and the subsequent resolution. The Executive Director will develop a corrective action plan for any area that falls below the Board's desired service level.