

EXCELLENCE AT OHIO EPA

SOURCE: OHIO EPA ADMINISTRATION POLICY

CONTACT: DIRECTOR'S OFFICE

Policy on Communication, Meeting Techniques & Decision-making Tools Training

To improve interpersonal communication, make better decisions, and enable meetings to be run efficiently,

- All new employees (and others on a volunteer basis) will receive training dealing with communication, meeting techniques and decision-making tools within the first six months of employment as part of their orientation.

Policy on Customer Service

To ensure that Ohio EPA provides the best possible service to its customers,

- All new employees will receive information about the Agency's [Customer Service Principles](#) as part of their orientation.
- All employees are encouraged to read and follow the Agency's [Customer Service Principles](#).

Policy on Continual Improvement

- All employees are encouraged to identify areas for improvement (a process, an activity, a program, etc.) and submit suggestions to their immediate supervisor.
- Managers will encourage employees to participate in the improvement process, unless the supervisor and/or the D/D/O chief determine that their absence will pose a hardship to the Agency. The employee will be notified if this determination is made.