



Bulletin

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VOL. 2004 NO. 2 ♦ USDA Food Ordering & Customer Service (FOCUS) Team Update

USDA Completes Its Food Ordering and Customer Service (FOCUS) Survey

Since some States were unable to complete its Customer Service Survey by Friday, January 30, 2004, the USDA Food Ordering and Customer Service (FOCUS) Team extended the deadline to Tuesday, February 3, 2004. The purpose of the survey was to give participating State agencies the opportunity to provide feedback to USDA on the quality of services that our staff offers to program recipients participating in the Schools and Institutions Commodity Food Distribution Program.

USDA wants to thank all of the State agencies that took the time to complete the online survey. The response was very good and should provide us with important feedback on how USDA can better serve our customers that are essential members of our Commodity Food Distribution Community. The FOCUS Team is now in the process of summarizing and analyzing the survey results and will provide all State agencies and interested parties with copies of the final report when it becomes available.

As you know, our goal is to exceed your highest expectations, while our ongoing desire is to create a trusting and effective working relationship with all of our partners at Federal, State and local levels. And if you have any additional ideas or recommendations on how USDA can continue to improve our Food Ordering Operations or our ECOS system, please email them to Lisa.Glasoe@fns.usda.gov, the team leader for the USDA FOCUS Team.

