

# Default Managers: The Guiding Force



## Team Roster

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## Performance Score

### SFA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)

Integrity: Achieve a Clean Audit & Get Off the High Risk List

## Team Results

		Last Year	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<i>ACSI Enterprise Score</i>	<b>83</b>	<b>84</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>3.60</b>	<b>3.83</b>			
<b>UNIT COST</b>	<b>Your Contribution</b>			<b>.60</b>		
	<b>Other</b>					

## Contributions/Status

### Customer Satisfaction:

1. Enhanced Website (DM) – FY02

### Employee Satisfaction:

1. Genuine use of employee opinions & recognition where appropriate -FY02

### Unit Cost:

1. Reduced four positions-completed
2. Guide cost reduced-completed
3. CDR mailing costs reduced-completed
4. Eliminated KPMG support for challenges/adjustments/appeals-completed

### Reduce CDR:

1. Targeted Technical Assistance –FY02

### Forthcoming contributions:

FY 03: Elimination of mailing costs through electronic delivery solution - Feb. 03

= Cost of core business processes  
# borrowers in repayment per CDR year  
= \$1.2 million (labor costs) + \$475,874 (contract costs)  
2.4 million