

BECAUSE  
**QUALITY**  
*is a*  
**HUMAN  
RIGHT**



The mission of the Customer Satisfaction Network of Neighborhood Planning Units V, X & Y is to build and sustain a critical mass of informed, engaged and empowered consumers, ready to take actions that hold service providers accountable for equity in the provision of quality goods, services and supports in their communities.

**Network members established the Consumer Advocacy Group (CAG)** to provide leadership in implementing this grassroots campaign to:

- **Target specific issues of concern** in the provision of services impacting our communities
- **Assess the value of services available** in meeting consumer needs and demand and to educate residents on our findings
- **Engage service providers**—public, private and non-profit—in a continuous customer satisfaction feedback loop to meet authentic consumer demand for quality goods, services and supports

## Opportunities for You to Get Involved

### Sign up

- **Customer Satisfaction Investigations (CSI)**—surveys, focus groups. Earn incentives based upon level of participation
- **Customer Satisfaction Action Teams**—organize, plan and implement CAG activities
- **Consumer Advocacy Group (CAG)**—attend monthly meetings on the last Saturday of every month to develop and implement recommendations for improving service quality.
- **Customer Satisfaction Network Quarterly Meeting**—May 23, 2010 provide feedback on your consumer experiences, issues and concerns about service quality.

### CONTACT US

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Customer Satisfaction Network

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### The Customer Satisfaction Network of NPU's V, X & Y Partnership

Residents of NPU's V, X & Y

Center for the Study of Social Policy

Consumers Union

The Center for Working Families, Inc

Morehouse School of Medicine

Georgia Department of Agriculture, Consumer Services Division

The Annie E. Casey Foundation—Atlanta Civic Site



# Shopping with Knowledge: Some Basic Tips for Consumers



**CUSTOMER SATISFACTION INVESTIGATION (CSI) UPDATE ON  
QUALITY NUTRITIONAL GOODS, SERVICES AND PRODUCTS IN  
ATLANTA NEIGHBORHOOD PLANNING UNITS V, X & Y**

