



## Maryland Department of Commerce Customer Service Overview

As the state's primary economic development agency, the Maryland Department of Commerce stimulates private investment and creates jobs by attracting new businesses, encouraging the expansion and retention of existing companies, and providing workforce training and financial assistance to Maryland companies. The department also promotes the state's many economic advantages and markets local products and services at home and abroad to spur economic development and international investment, trade and tourism.

Since 2010, the Maryland Department of Commerce has assisted nearly 4,000 small businesses and organizations, helped create or retain 40,000 jobs, and leveraged nearly \$3 billion in private investment. Companies such as Amazon, Discovery Communications, Johns Hopkins Medical, Legg Mason, Millennial Media, Under Armour, and Volvo Powertrain have recently located or expanded in Maryland.

View our [Activity Report](#) to learn how Commerce assisted businesses in 2015.

The Department of Commerce's Customer Service Promise describes our approach. Customer service activities include:

1. **Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence.** Specific expectations depend on the nature of an inquiry or outreach.
2. **Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.** Specifically, we will create an online training portal dubbed "Commerce University" that will include topics such as customer service, process improvement, employee engagement and culture.



**The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:**

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

3. **Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.**
4. **Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.**
5. **Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.**
6. **A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback.** Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, [download the 2016 Strategic Plan](#).

[Click here](#) for our three question customer experience survey.