

Satisfaction with the Post Support Unit (PSU) remains high. The survey evaluated four services: (a) interpret, clarify or complete TCS guidelines; (b) respond to post referrals on questionable global enquiries; (c) provide support with troubleshooting or difficult cases; and (d) provide and/or accept leading practices. The satisfaction ratings for all four were 7.5 or higher for both 2000 and 2003. In 2003, employees were also asked to rate a fifth service (Provide staff training titled 'TCS Serving Our Clients'). This was rated a 7.3.

More employees are using WIN Exports Online. Eighty-eight percent (88%) of LES use WIN Online and its use has increased 20% among CBS-Post employees. LES also represent the largest proportion of employees who agree it is "easy to use" (54%). **Exhibit 6** shows the level of use of WIN Online, in addition to the proportion of employees who agree it is easy to use, provides a useful service to Canadian clients, and is useful to service local contacts. Although the percentage of employees who reported that WIN Online is easy to use has greatly increased since 2000, there is still a high potential to improve since fewer than half of all staff find it easy to use.

Exhibit 6: WIN Exports Online

	CBS-Post	Change from 2000	CBS-HQ	Change from 2000	LES	Change from 2000
Use Occasionally or Very Often	58%	+20%	38%	-8%	88%	+8%
Agree it is:						
easy to use	40%	+22%	44%	+16%	54%	+13%
useful to service Canadian clients	69%	+20%	62%	-3%	66%	+5%
useful to service local contacts	51%	+9%	51%	+13%	61%	-7%

In general, employees were less than satisfied with the new Client Service Fund strategic planning and budgeting process (6.4). CBS-HQ were the least satisfied (5.8) while LES rated their satisfaction as a 6.6. On the basis of a breakdown by employee classification and location, CBS-HQ COs were the least satisfied (5.2).