

# IL-NET

CIL-NET · SILC-NET

## Quality Beyond Compliance: Taking Charge of Your CIL's True Potential

**Lunch Presentation:  
Consumer Satisfaction**

**March 19, 2014**

**12:00 p.m. – 1:30 p.m.**

*Presenter:*

*Bob Michaels (video)*

# Consumer Satisfaction is an Essential Element of Consumer-Direction

It is not enough to...

...have consumer control in management, establishment of policy and direction of the CIL

...enable consumers to set their own goals and direct their own services

...allow consumers to direct their own lives

Gathering, learning from, and using consumer satisfaction information to develop and improve services are also essential to allowing consumers to have a say in their future.

# Consumer Satisfaction

Bob Michael's video presentation:

<http://ilru.mediasite.com/mediasite/Play/0fcae00b894d42598cfd5e8be51a42431d>

# For more information

Contact:

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