



Improving Va Services to Veterans: Initiatives and Innovations in the Department of Veterans Affairs: Hearing Before the Subcommittee on Oversight and Investigations of the Committee on Veterans Affairs House of Representatives One Hundred

By Unknown Author

Forgotten Books, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Excerpt from Improving Va Services to Veterans: Initiatives and Innovations in the Department of Veterans Affairs: Hearing Before the Subcommittee on Oversight and Investigations of the Committee on Veterans Affairs House of Representatives One Hundred Third Congress Second Session; August 3, 1994 The subcommittee met, pursuant to call, at 8:30 a.m., in room 334, Cannon House Office Building, Hon. Lane Evans (chairman of the subcommittee) presiding. Present: Representatives Evans, Ridge, and Everett. Opening Statement of Chairman Evans Mr. Evans. Good morning and welcome. Today the subcommittee will be receiving testimony on innovative efforts to improve Va services to veterans. Our witnesses will be Hershel Gober, the decorated Deputy Secretary of the Department of Veterans Affairs, and a number of other VA employees. As recently reported in The American Legion magazine, please-the-customer service is making a comeback following decades of decline as more American businesses recognize the economic benefits of good customer service. President Clinton and Secretary Jesse Brown have both recognized and emphasized the critical importance of good customer service. In July of last year Secretary Brown...



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