

RESULTS OF TSP SATISFACTION SURVEY

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December 8, 2004

PURPOSE

- Determine those areas on which to focus quality improvements
- Monitor changes in TSPs' perceptions, attitudes, and behavior over time
- Evaluate the success of on-going quality improvement efforts over time

BACKGROUND

- Conducted by CFI Group
- Fielded April 1-20, 2004
- 149 interviews
 - 67 freight TSPs
 - 82 household goods TSPs

2004 RESULTS

- Overall satisfaction score of 64 out of 100
- Seven points lower than 2003 federal government benchmark satisfaction score of 71

Component Scores

- Satisfaction – 64
- TMSS Help Desk – 84
- Relationship with GSA – 76
- TMSS – 71
- Request for Offerors – 70
- GSA.gov – 70
- Tender of Service – 65

KEY FINDINGS

- TSP satisfaction with FMP and CHAMP is steady from last year and may be starting to improve
- T&T associates are the key underpinning of TSP satisfaction
- Potential of TMSS to provide a more satisfying experience for TSPs is beginning to be realized

RECOMMENDATIONS

- Maintain strong relationship and high level of customer service to TSPs
- Maximize carrier use of TMSS
- Work to improve low-scoring attributes
 - Request for Offers
 - GSA.gov
 - Tender of Service

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