

Letterkenny Army Depot (LEAD) Customer Survey

Organization: _____

Name POC: _____

Phone# / DSN: _____

Date: _____

DODAAC: _____

City/State: _____

Type of equipment, vehicle or services received: _____

1. Your organization recently received a shipment from Letterkenny Army Depot in Chambersburg, PA. In order to assess the quality of our products and services, we are surveying our customers. Please take a moment to complete this survey. Please provide any comments in the remarks blocks.

2. Was the item properly preserved and/or packaged to prevent damage and deterioration? Yes No

If no, was a SF 364, Report of Discrepancy submitted? Yes No

Was there any damage to the product upon receipt of the item? Yes No

Remarks: _____

3. Upon receipt of the asset, was all applicable paperwork with shipment: Logbook, DD Form 1348-1A, etc? Yes No

Identify any missing documentation: _____

4. Did you have to contact anybody at Letterkenny Army Depot concerning the asset? Yes No

Remarks: _____

Who was contacted? _____

5. If contact was made with Letterkenny Army Depot, was the hotline called? Yes No
Hotline phone number is DSN 570-9693 or commercial (717) 267-9693.

If no, which office/person was contacted? _____

6. Regarding this shipment, was this asset repaired or rebuilt by Letterkenny Army Depot? Yes No

7. Was the hotline sticker (AMLD LABEL 5278) included with the shipment? Yes No

8. Did you have any quality problems with the asset? Yes No

If yes, was a SF Form 368 submitted to the applicable command? Yes No

Remarks: _____

Letterkenny Army Depot (LEAD) Customer Survey

9. Please rate the following areas concerning the product.

1 = Very poor/unsatisfactory; 2 = Poor; 3 = Average; 4 = Better than average; 5 = Best/exceeds expectations

	1	2	3	4	5	Comments:
Item properly cleaned						
Item properly painted						
Item properly stenciled						
Item properly assembled						
Quality of Workmanship						
Timeliness of Receipt						
Condition of Packaging						
Hotline availability						
Responsiveness of depot personnel						

10. Please provide any additional comments you would like to address about the product, quality, shipping/receiving, timeliness of the order, etc.

Comments: _____

11. Would you like a Letterkenny Army Depot representative to contact you?

Yes No

If yes, please provide a Phone Number: _____ or Email address: _____

12. How does the item(s) from Letterkenny compare to other items you have received from other facilities/depots?

1 = Very poor/unsatisfactory; 2 = Poor; 3 = Average; 4 = Better than average; 5 = Best/exceeds expectations

	1	2	3	4	5	Comments:
Operation						
Appearance						
Condition						
Product Quality						
Paint						
Stencils/dataplates						
Depot responsiveness to issues						

Remarks: _____

Letterkenny Army Depot (LEAD) Customer Survey

13. How does the maintenance history of similar items you have received from Letterkenny or other facilities/depots compare?
 1 = Very poor/unsatisfactory; 2 = Poor; 3 = Average; 4 = Better than average; 5 = Best/exceeds expectations

	1	2	3	4	5	Comments:
Maintenance Manhours						
Unscheduled maintenance						
Downtime						
Driveability						
Usability						

Remarks: _____

14. Do Letterkenny built items require more or less manhours/cost to:
 1 = Much more; 2 = More; 3 = Same; 4 = Less; 5 = Much Less

	1	2	3	4	5	Comments:
1. Place it in service						
2. To maintain it in service						

Please return the survey to Director of Product Assurance, Letterkenny Army Depot, 1 Overcash Avenue, ATTN: AMLD-Q, Chambersburg, PA 17201-4150 or e-mail to: usarmy.letterkenny.usamc.list.dpa@mail.mil