



Kiosk Locations:

DFMWR - ACS Bldg. 7264, SFAC Bldg. 674, King Field House Bldg 202
 Welcome Center - Bldg. 885
 Lodging - Bldg. 45
 FRG/FRSA - 1st ID Bldg. 1020
 DPW - Bldg. 330 and 372
 PAO - Bldg. 405
 DOL - Bldg 375 TMP, Bldg. 210 Transportation, Bldg. 409 Property Book, Bldg. 7920 Supply, Bldg. 694 DFAC, Bldg. 7920C CIF, Bldg. 8100 Maintenance, Bldg. 918 ASP
 DES - Vehicle Registration
 DHR - Bldg. 210 In/Out Processing Bldg. 212 ID Cards, Bldg. 7671B SRP Bldg. 210 Customer Service
 DPTMS – Bldg. 744, 724, 734, 99441 77689, 77709, 8320, 205, 1801 Bldg 500 3rd floor, Bldg. 580 room 120B, Bldg. 500 room 106



ICE
 Interactive Customer Evaluation
<https://ice.disa.mil>
 Click on "CONUS"
 Then on "Fort Riley"



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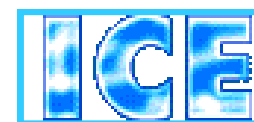
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Fort Riley Customer Management Services Program



Voice of the Customer



Interactive Customer Evaluation
<https://ice.disa.mil>



Interactive Customer Evaluation

ICE is a web-based tool that collects feedback on services provided by various organizations throughout the Department of Defense (DoD). The ICE system allows customers to submit online comment cards to rate the service providers they have encountered at military installations and related facilities around the world. It is designed to improve customer service by allowing managers to monitor the satisfaction levels of services provided through reports and customer comments.

ICE provides the following benefits:

- Allows customers to quickly and easily provide feedback to service provider managers
- Gives leadership timely data on service quality
- Allows managers to benchmark the performance of their service providers against other organizations.
- Encourages communication across organizations by comparing best practices to increase performance results.
- Saves money

You can help us improve our customer service. The system offers you an opportunity to voice what you like or what you dislike; and how you want it changed. ICE provides a fresh and fast flow of information between installation management and customers.

Tell us how we are doing?

Click on the ICE logo on Ft Riley's homepage:
<http://www.riley.army.mil>

COMMUNITY FIRST

FEEDBACK - ISSUES - RESOLUTIONS - SOLUTIONS - TODAY

The Community FIRST (Feedback, Issues, Resolutions &, Solutions, Today) process is designed to identify and resolve issues that address the well-being of the Army Family. Community FIRST serves as a quarterly issue resolution process, the issue collection source for the Fort Riley Army Family Action Plan (AFAP) Annual Symposium and will enhance the process by identifying and resolving issues on a quarterly basis.

Community FIRST also provides information to the monthly AFAP Steering Committee that addresses issues brought to the attention of the committee from the constituency perspective. The Community FIRST process will:

- Request and collect issues on a quarterly basis (Issue forms will be distributed to a cross section of the military community).
- Convene quarterly focus groups with community constituent.
- Orchestrates local issues resolution through the Installation Action (IAC) which is comprised of Garrison leaders and service provider across Fort Riley.
- Disseminate issue results through local media, events and meetings each quarter such as the AFAP Steering Committee, Town Hall meetings, Information Exchange Councils, Facebook, website, Community newspaper articles or any other publicity channels available.

“You are only as good as your customers say you are”- Lean Six Sigma

Customer Management Service is a program that continuously seeks and gather customer feedback to synchronize, evaluate, and improve both the delivery and receipt of installation programs and services. We do this through the following methods:

- Annual Process Online Survey
- Focus Groups
- Community Town Hall Meetings
- Employee Sensing Sessions
- Analysis on performance and importance levels from customer perspectives.

CMS assists the Garrison Commander in providing the best quality of services to mission commanders, constituents, and individuals who live, work, play and train at the Installation.

“Our goal is to enable Soldier and Family readiness, and provide a quality of life that matches the quality of service they provide to the Nation.”

