



**I WANT YOU  
TO TAKE THE**

**CUSTOMER  
SERVICE ASSESSMENT**

**RATE THE IMPORTANCE and PERFORMANCE  
of Garrison services.**

Survey is open to all eligible patrons from Aug 30 through Sep 26, 2010.

**VISIT [WWW.MYMILITARYVOICE.ORG](http://WWW.MYMILITARYVOICE.ORG) TO PARTICIPATE**

**CUSTOMER MANAGEMENT SERVICES**

A three tiered feedback mechanism that includes:

. Interactive Customer Evaluation . Community FIRST . Customer Service Assessments .

Contact your local Customer Service Officer at (785) 239-2540 or [kelly.kreis@ us..army.mil](mailto:kelly.kreis@us.army.mil)

# FREQUENTLY ASKED QUESTIONS

## What is the CSA?

**A:** The Customer Service Assessment is a web-based, diagnostic tool that allows Garrison customers (Leaders, Soldiers, Civilians, Retirees, Families, Veterans and Contractors) to provide feedback of how our services are performing and how important our services are to their individual and organizational needs. This is the only tool of its kind that asks installation leaders and individuals to provide direct feedback so Garrisons and HQ Installation Management Command (IMCOM) can analyze customer perceptions to ensure we are capturing the *voice of the customer*.

## When is the CSA?

**A:** This year's CSA is 30 August– 26 September 10.

## Who may participate in the Assessment?

**A:** The Customer Service Assessment is designed to obtain the perceptions of installation Leaders (e.g., Brigade and Battalion level Commanders, CSMs, 1SGs and supported leaders such as, Garrison Directorates and special staff agencies) and all other individuals (Soldiers, Civilians, Retirees, Family Members, Veterans, and Contractors) who are eligible to receive garrison provided services as they live, work or play on the installation.

## What are the services being rated, and why?

**A:** Primarily services being rated are those that have a customer service component (e.g., MWR facilities, Military Personnel Services and transportation) and those services that affect the work/life balance of community members. The results of the assessment provide the Garrison with the tools to determine how well services are being provided from the perspective of a Leader and constituent.

## How are the services rated?

**A:** Using a Likert scale from 1 (very poor) to 5 (excellent), the Leader and constituent customers will rate the performance and importance of each Garrison service.

## What happens next...when should I expect the results?

**A:** The results are expected to be delivered to Garrison Commanders in December 2010.

## What is the web link for taking the assessment?

**A:** You can access the Customer Service Assessment through the internet at <http://www.mymilitaryvoice.org>.

## How long will it take to complete the survey?

**A:** On average, the survey takes approximately 15 to 20 minutes