

# Installation Maintenance Division

## "Customer Service Survey"

Please assist the DOL, Maintenance Division in providing the best possible overall service to you by taking a few minutes to complete the questionnaire below. The information provided on this form will be used by the DOL Maintenance Division for the sole purpose of improving maintenance support. **Please Return this survey to the Chief, Maintenance Division, or deposit in drop box located at the Customer Service Center, in buildings 14601 and 14608.**

Month: Day: Year:

### Customer Service:

1. The customer service office presented an effective environment for conducting maintenance related business:

Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

2. The customer service representative was knowledgeable of the DOL Maintenance Division services and procedures:

Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

3. The customer service representative was responsive to my needs:

Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

4. Overall, how satisfied are you with the customer service support you received:

Extremely Satisfied       Satisfied       N/A       Dissatisfied       Very Dissatisfied

5. Did you have any problems with the customer service office?

Yes       No      Note: If "Yes" please provide comments below.

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6. Additional comments related to customer service support:

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### Maintenance Services:

7. Generally I use DOL maintenance services:

Very often       Often       Sometimes       Rarely       Never

8. I (**point of contact**) was notified when equipment was ready for pick-up (**02 and 03 priorities only**):

Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

9. Equipment operated correctly after repairs were made:

Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

10. Overall, how satisfied are you with the maintenance service you received:

Extremely Satisfied       Satisfied       N/A       Dissatisfied       Very Dissatisfied

11. Did you have any problems with maintenance services?

Yes       No      Note: If "Yes" please provide comment below.

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12. Additional comments related to maintenance service:

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## Communications Services:

13. I am aware of the DOL website:

- Extremely Aware       Somewhat Aware       Not Aware

14. I can access the DOL website:

- Yes       No

Note: If **"No"** please provide reason below (i.e. no computer/internet connection)

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15. I am aware of the contents of the DOL Maintenance Division External Standard Operating Procedures (SOP):

- Extremely Aware       Somewhat Aware       Not Aware

16. I use the DOL Maintenance Division website to track work request status and parts availability:

- Strongly Agree       Agree       N/A       Disagree       Strongly Disagree

17. Did you have any problems using communications services?

- Yes       No

Note: If **"Yes"** please provide comment below.

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18. Additional comments related to communications services:

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## General Comments:

19. Is there anything you would like to tell the DOL Maintenance Division about their overall service that was not asked in this survey? If so, please provide in the space below.

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## Contact Information:

In order for DOL to better serve you, it may be necessary for the Installation Maintenance Officer to contact you regarding your answers to this survey. Please provide contact information below.

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Thank you for taking the time to fill out this survey.

**Chief, Maintenance Division**

Directorate of Logistics

Phone: 791-6894