

**OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES  
STANDARD OPERATING PROCEDURES  
“SURVEY” PROGRAM**

**Effective: October 2013**

**GENERAL INFORMATION**

**The OFAS Survey Program:**

- ❖ Provides a formal and standard process to seek customer feedback for evaluating programs and services and to identify areas that may need improving.
- ❖ Uses the Google survey tool to issue, manage and track results.
- ❖ Is administered quarterly (beginning FY-14) surveying all identified programs over a two-year cycle.
- ❖ Measures service expectations; response standards; communication; professionalism; program specific needs; and overall satisfaction.
- ❖ Establishes ground rules that include standardizing questions with minimal variations for specific program needs; keeping surveys to 10 questions or less; enabling surveys to be anonymous; achieving a minimum 15% response rate; and transparency by posting results and after actions on our website.

**SUBMISSION PROCEDURES**

**OFAS Division Chiefs:**

- ❖ Can find the “Survey” Program link on the OFAS homepage and consult with the Creative Communications Services Chief for survey development support.
- ❖ Identify their programs, services and/or ad-hoc events to survey.
- ❖ Select the distribution strategy. Examples include: 1) One-on-one customer interface (i.e., Health Unit tracks visitors via customer log; or, applications are pulled for Transit Subsidy); 2) Relevant to our National (or Administrative) Program Contacts (e.g., Accountable and Custodial Property Officers for Personal Property); or, 3) MIB/SIB population (e.g., Facilities, Custodial or U.S. Mail), etc.
- ❖ Recommend the survey duration. Examples include: 1) Random sampling over the entire quarter; 2) Distribution to attendee’s at a special event; or, 3) A specific response period (i.e., 1 or 2 weeks) for a broader audience.
- ❖ Submit survey requests to the OFAS Director for review and approval.
- ❖ Discuss the survey and timeframe in advance with their employees.
- ❖ Manage issuance of surveys; and develop and implement after actions for areas that receive less than a satisfactory rating.

**PROCESSING AND APPROVAL PROCEDURES**

**OFAS Director:**

- ❖ Approves the quarterly survey sequence and programs to be surveyed (avoiding survey saturation).
- ❖ Reviews and approves (or denies) survey submittals with input from the OFAS Leadership Team.
- ❖ Announces upcoming survey(s) and discusses results at general meetings (i.e., OFAS All Hands, Customer Communication and Administrative Contact).
- ❖ Ensures the intent and integrity of the survey program is met and maintained.