

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES

**CUSTOMER SATISFACTION SURVEY
OFFICE OF THE SECRETARY
MOVING SERVICES**

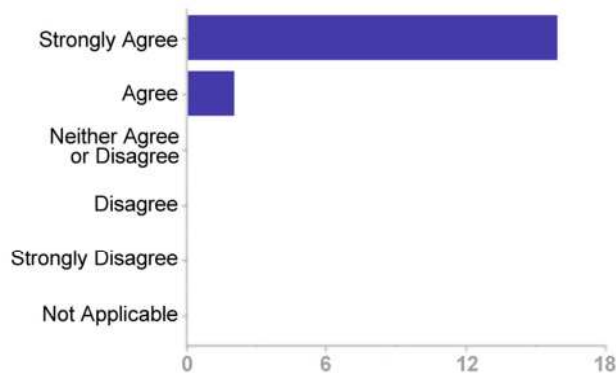
Targeted Survey Issued During Fiscal Year 2015

I. SURVEY TIMELINE AND TARGETED POLLING GROUP

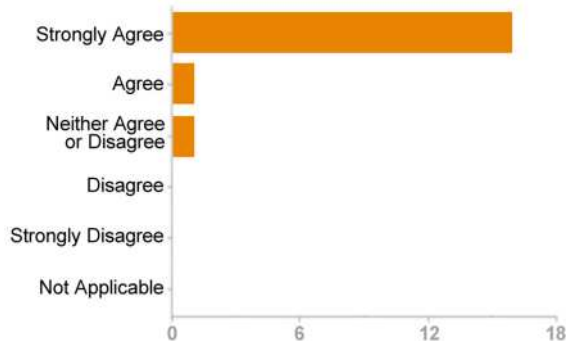
The Office of Facilities and Administrative Services, Administrative Services Division, Property and Mail Operation Branch, conducted a five (5) question survey seeking feedback on our management of the Office of the Secretary (OS), Moving services. During the 2nd quarter of the Fiscal Year 2015 (FY-15), 20 surveys were distributed to our Moving services customers. Out of the 20 surveys issued during this period, 18 were completed and returned. This, we believe represents a reasonable sampling of our client offices and provides valid survey results to use as a customer satisfaction baseline.

II. SURVEY RESULTS - The 18 statements and related customer feedback results were:

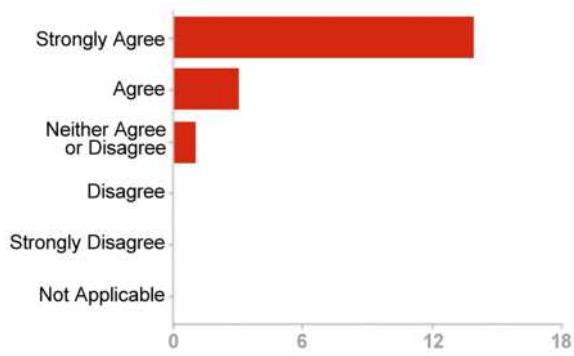
1. The service(s) I received from the Moving Services staff met my expectations.



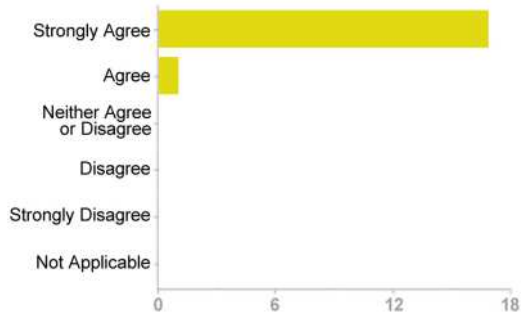
2. It was easy to schedule moving services.



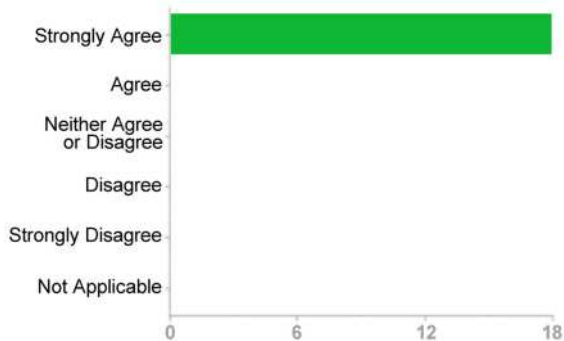
3. I received a timely response (4 hours or less) to inquiries sent to Moving Services.



4. The Moving Services staff were courteous and professional.



5. Overall, I am satisfied with the Moving Service(s) I received.



III. “WHAT YOU SAID” - SURVEY COMMENTS

1. What did we do really well?

- The movers did all of the set ups to your expectations.
- Work very hard to make sure we are satisfied with the work that is performed.
- Brought as many crates as we needed, had everything back in place the way it was originally.
- Communicative throughout the move and adapted to challenges such as locked safes and cipher lock doors, etc.
- Arranged the furniture and nothing was broken. They were very fast, quiet and polite.
- The Moving Staff comes up and does a site visit to see what they need before coming to do the actual work.
- Quick, efficient, and respectful of the work environment. They are a pleasure to work with.
- They responded to our request in a timely manner. They were very professional while dealing with the OSEOD office.

2. What can we do to improve?

- Automation of the scheduling process.
- Confirm receipt of request.
- Hire more help.
- Get help when someone is on leave or when they are backed up.
- I can't think of anything. If it ain't broke, don't fix it.
- Nothing that I can think of.

IV. SURVEY METHODOLOGY

Using our list of previous customers, we sent out surveys to these designated individuals during the period of the second quarter. Our concentration was to target our customers that requested moving services so that we can see where we may need improvement and to monitor our customer satisfaction. All surveys were issued so employees could respond anonymously, although they had the option to list their names.

V. ANALYSIS OF SURVEY RESULTS

The survey results were favorable with an “Overall Satisfaction” rating of 100% who responded with Strongly Agree.