U.S. Department of Transportation Maritime Administration

MARITIME ADMINISTRATION Customer Service Questionnaire

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What MARAD program are you evaluating?	Cargo Prefer	rence Program					
What is your organization type?	Financial Institution						
Select top three reasons why you do business with MARAD from the pull down menu at the right	select three reas	OSE Press the "Sl sons without relea each reason until ase the "Shift" key	sing the "Shift" you select all	Quality Timeliness Workforce Professionalism			
Select top three reasons for doing business with providers other than MARAD (select N/A if MARAD is the only provider you do business with).	Please Choose Press the "Shift" key, then select three reasons without releasing the "Shift' key by selecting each reason until you select all three, then release the "Shift" key		sing the "Shift" you select all	N/A Quality Timeliness			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know or N/A	
MARAD is responsive to my organization's needs.	C	6	E	G		E	
MARAD recommends solutions to satisfy my requirements (appropriate contact, correctly redirected, choice of paper or electronic, etc.).	C	C		C	C	C	
MARAD honors its commitments to me in terms of product and service delivery (e.g., on time, within budget, meeting quality expectations).	C	C		G	C	E	
if issues surface that could impact the delivery of products and services, MARAD responds quickly to resolve them.		6	9		G	G	
MARAD follows up after product/service delivery to ensure no outstanding issues exist.	Б	E	6	6	E .	E	
I have confidence that MARAD will use my feedback to improve the products and services	C	C	E	E	C	G	

provided to me.			¥						
MARAD personnel respond quickly to questions regarding new projects.	E	6	5	E	E	C			
It is easy for me to contact MARAD personnel who can answer my questions.	E	E	E	E	E	E			
MARAD personnel treat me with respect and courtesy.	E	E	E	E	ß	S			
I plan to continue doing business with MARAD.	6	C		S	G	E			
I would recommend MARAD to others.	5			S	E	G			
Was MARAD's web site helpful?	E		E	6	E	E			
Is MARAD's information organized, clear, and easy to understand?	С	C		E		E			
Comments: Please suggest specific improvements or benchmarks for comparable service:									
If you would like a MARAD employee to contact you to discuss comments, please provide your name and phone number (OPTIONAL).		A P V GAP . NAME AND A STORY							

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Form MA-1016 (Rev. 02/05)

