

**Supporting Statement for  
Department of Veterans Affairs  
Voluntary Customer Surveys to Implement  
Executive Order 12862  
(2900-0569)**

**B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS**

All surveys will use statistical methods and will follow OMB guidelines. VBA will also continue to follow the guidance in the OMB Manual “Resource Manual for Customer Surveys.” Technical survey expertise and statistical service will be VBA’s Office of Performance Analysis and Integrity, and as well as contractor statisticians and analysts.