

## National Cemetery Administration

### Changes to the 2012 Customer Satisfaction Survey

In keeping with its vision to be the model of excellence for burial and memorials for our Nation's Veterans and their families, the National Cemetery Administration (NCA) added four demographic questions (#5, 30, 31, and 32) to the Customer Satisfaction Survey.

The demographic questions are added to the survey to gain a better understanding of the needs and expectations of veterans, women and minorities as they relate to the services VA provides.

The survey changes implemented do not present an additional burden on the respondents.

For questions regarding the survey, please contact Ronald Cheich, Director, Business Process Improvement Service at (202) 461-6686.