

BUREAU OF ENGRAVING AND PRINTING
MUTILATE CURRENCY DIVISION (MCD)
MCD Process

Introduction:

The Bureau of Engraving and Printing (Bureau) leadership has sponsored a Lean Six Sigma (LSS) project to design, communicate and institutionalize an effective Mutilated Currency Division Process for completing a case file. This will ensure all case files are defined, understood and executed by Managers, Supervisors, and Currency Examiners in a consistent and timely manner. To meet this goal, the Bureau has formed a team to evaluate the current state processes, analyze their effectiveness, and implement necessary improvements.

Goal of the Survey:

This Voice of the Customer survey is an important element of the project. It will gauge and enable understanding of the current satisfaction levels with respect to the current process of completing a case file. The information obtained will provide critical input, enabling the Team to establish goals, objectives, performance measures and opportunities for improvement. At the conclusion of the project, it will also establish meaningful criteria to measure overall project success.

Scope:

This survey will encompass all activities of the Mutilated Currency Division associated with the effective processing of a case, from the time it is submitted to the Bureau, to the time a reimbursement check is issued, or a denial letter explaining the case is provided to the claimant.

Guidance:

We appreciate your participation in providing input for the Team's use in implementing necessary improvements, so please be open and candid with your response when completing the survey. All responses will be treated as Non Public information, and survey outputs will only be displayed as numeric charts, graphs, and generic comments. This information will however be subject to the Freedom of Information Act. Participation is completely voluntary. The Federal Government may not conduct or sponsor, and the public is not required to respond to, a collection of information that does not display an OMB control number indicating clearance under the Paperwork Reduction Act. The OMB control number for this collection is 1505-0231. The survey will take an estimated 5 minutes to complete.

Voice of the Customer Survey:

1. The Bureau's current process for dealing with Mutilated Claims is easily accessible, clearly defined, well communicated and understood for individuals and organizations filing a claim.

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

2. The Bureau provides clear and understandable procedures for filing a claim.

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

3. As the individual or organization filing a Claim, did you receive a timely acknowledgment from the Bureau pertaining to the receipt of your Claim?

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

4. As the individual or organization filing a Claim, was the response received from the Bureau regarding the receipt of your Claim, clear, concise and informative.

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

5. As the individual or organization filing a Claim, did the Bureau respond in a timely and informative manner to your enquiries pertaining to the status of your Claim, during and throughout the disposition process?

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

6. Did the Bureau provide a final disposition (reimbursement check or denial letter) in a timely manner?

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

7. Was the letter, concerning final disposition of your claim, clear, concise and informative?

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

8. Did the Bureau meet your expectations regarding your Claim for mutilated currency?

Agree Somewhat Agree Neutral Somewhat Disagree Disagree N/A

If you have answered Somewhat Disagree or Disagree, please explain:

[Click here to enter text.](#)

General:

9. Can you provide any other insight or suggestions where the Bureau can improve the mutilated currency claims process?

[Click here to enter text.](#)

10. Please add any additional comments you feel are relevant to this survey and the mutilated currency claims process.

[Click here to enter text.](#)