

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: VA NCA (Cemetery) 2019
IA#: 20226 A3
Date: 3/12/2019

SURVEY TYPE: Relationship (Tab4)

Survey Q#	Type#	Type Topic
OQ1	5	Product/Information/Service Provided
1	5	Product/Information/Service Provided
2	5	Product/Information/Service Provided
3	5	Product/Information/Service Provided
4	2	Customer Service
5	2	Customer Service
6	2	Customer Service
7	2	Customer Service
8	7	Satisfaction (ACSI Index)
9	7	Satisfaction (ACSI Index)
10	7	Satisfaction (ACSI Index)
11	6	Complaint Handling
12a	6	Complaint Handling
12b	6	Complaint Handling
12	8	Future Behaviors
13	8	Future Behaviors
14	Custom	Suggested Improvements