



May 14, 2020

FOR: Evelyn Dyer, Military Personnel Policy (MPP)

FROM: Mike DiNicolantonio, DoD Survey Reviewer – Office of People Analytics (OPA)

SUBJECT: United States Military Entrance Processing Command (USMEPCOM) Military Entrance Processing Station (MEPS) Customer Satisfaction Survey

As requested, the Office of People Analytics (OPA) has reviewed the United States Military Entrance Processing Command (USMEPCOM) Military Entrance Processing Station (MEPS) Customer Satisfaction Survey and supporting materials being submitted for approval to the Office of Management and Budget (OMB) as a public collection via the Washington Headquarters Services (WHS) Office of Information Management (OIM).

The results from these surveys will be used by USMEPCOM and the MEPS to evaluate the effectiveness of current policies and core processes, identify unmet customer needs, and allocate resources more efficiently.

OPA approves the survey and recommends it be submitted to OMB via WHS/OIM for clearance as a public information collection. The point of contact for this review is Mr. Mike DiNicolantonio, 571.372.1123, [Michael.T.Dinicolantonio.civ@mail.mil](mailto:Michael.T.Dinicolantonio.civ@mail.mil).

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