

Southeast Regional Maintenance Center's (SERMC) Contracting / C400 Comment Card

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, **OMB Control Number 0704-0420**, is estimated to average five minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PLEASE NOTE: The survey will be posted in the DoD Interactive Customer Evaluation (ICE) Comment Card System following OMB approval. The following is a mockup of the collection instrument. However, the questions will not be altered in any way following approval.

1. Were you satisfied with your overall experience?
 - Yes
 - No
 - N/A

2. What was the nature of your latest contact with us?
 - Delivery Order Request
 - Existing Contract
 - New Contract
 - Contract Closeout
 - Government Furnished Materials/Inventory
 - Property Disposition
 - Other (please specify)
 - N/A

3. Code 400 staff was courteous & professional in regards to your questions or concerns?
 - Strongly Agree
 - Somewhat Agree
 - Neither Agree nor Disagree
 - Somewhat Disagree

- Strongly Disagree
 - N/A
4. Code 400 staff answered your questions & provided help?
- Strongly Agree
 - Somewhat Agree
 - Neither Agree nor Disagree
 - Somewhat Disagree
 - Strongly Disagree
 - N/A
5. My overall experience was positive?
- Strongly Agree
 - Somewhat Agree
 - Neither Agree nor Disagree
 - Somewhat Disagree
 - Strongly Disagree
 - N/A
6. A timely response was provided?
- Strongly Agree
 - Somewhat Agree
 - Neither Agree nor Disagree
 - Somewhat Disagree
 - Strongly Disagree
 - N/A
7. In the last 6 months how has our performance changed?
- Better
 - Same as before
 - Worse than before
 - N/A
8. Have you experienced ongoing improvements from the services provided by Code 400 – Contracting and Property Administrators?
- Yes
 - No
 - N/A
9. Overall, what letter grade would you give our customer service?
- A
 - B
 - C
 - D
 - F
 - N/A

Comments & Recommendations for Improvement:

- Request a Response:

If you would like a response, please check the Request a Response checkbox above and enter your email address.