

WHS Pentagon IO and WHS Staff Mailbox WHS CX

Subject: FW: For Widest Dissemination: Action Needed - 5 Minute Quarterly Survey September 2020

Dear Valued WHS Customer,

We are committed to delivering excellent service and an excellent customer experience to you and your organization.

We have developed a survey to measure the experience of personnel in your organization, on a quarterly basis. Please take 5 minutes to answer a few questions about your experience with WHS.

<https://ice.disa.mil/svy.cfm?customer>

Please share this survey with all the members of your workforce. This will help us assess service quality at all levels.

Your organization's feedback will be used as WHS continues to focus on improving and repeating great customer outcomes.

Your organization's responses will be analyzed and reported, in aggregate with other DoD organizations in the FY21 DoD Annual Performance Plan.

Washington Headquarters Services (WHS) is the enterprise shared service provider for the Office of the Secretary of Defense and Department of Defense.

WHS delivers an exceptional customer experience with greater performance and lower costs, enabling DoD agencies to fulfill their missions.

To learn more visit <https://www.whs.mil/>

For questions about this survey, e-mail: dod.whscx@mail.mil

Thank you.