

# KSC Logistics Customer Survey

*Please take a moment to complete a quick survey. We'd like to receive your feedback in an effort to continually improve our customer service. Thank you.*

Paperwork Reduction Act Statement - The OMB control number for this information collection is 2700-0153 and it expires on 09/30/2021. This information collection meets the requirements of 44 U.S.C § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995, and is part of a Federal Government-wide effort to streamline the process for seeking feedback on service delivery. This data will only be used internally for service improvement and program management purposes. We estimate it will take about 5 minutes to read the instructions, gather the facts, and answer the questions. Responses to this collection are voluntary, and you should not respond to any agency's information collection unless such collection displays a valid Office of Management and Budget control number. You may send comments on our time estimate above to [Lisa.M.Williams@nasa.gov](mailto:Lisa.M.Williams@nasa.gov). Please send only comments relating to your time estimate to this address.

What service did you utilize?

- ☐ Vehicle Fleet    ☐ Industrial Property Office    ☐ Disposal    ☐ Export Control
- ☐ Freight
- ☐ Shipping / Receiving    ☐ Bicycle Program    ☐ Bus Program    ☐ Railroad
- ☐ Supply / Materials
- ☐ Personal Property

1. How satisfied were you with responsiveness of your request?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5
- Extremely Dissatisfied    Dissatisfied    Neutral    Satisfied    Extremely Satisfied

2. Were you confident with the accuracy of your logistics solution?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5
- Extremely not confident    Not confident    Neutral    Confident    Extremely Confident

3. Was the information and or actions provided by KSC Logistics personnel reliable?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5
- Extremely Unreliable    Unreliable    Neutral    Reliable    Extremely Reliable

4. How satisfied were you with overall professionalism of KSC Logistics personnel?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5
- Extremely Dissatisfied    Dissatisfied    Neutral    Satisfied    Extremely Satisfied

5. What is your overall opinion of the service provided by the KSC Logistics Branch?

- ☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ 5

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Extremely Dissatisfied

Dissatisfied

Neutral

Satisfied

Extremely Satisfied

If you have more detailed feedback to share, good or bad, we want to hear about it.

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If you would like to provide your name, you may enter it here. (Optional)

