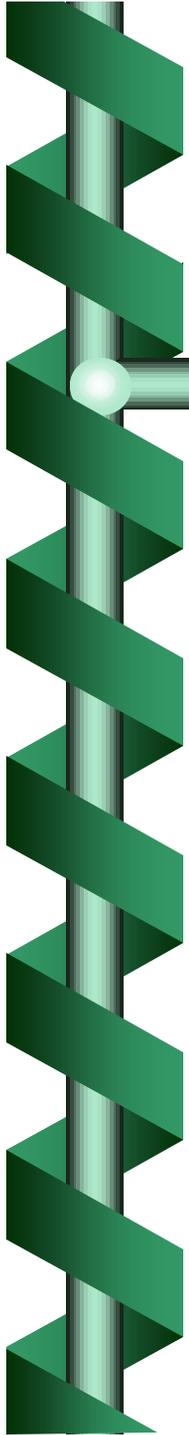


# Customer Panel Discussion

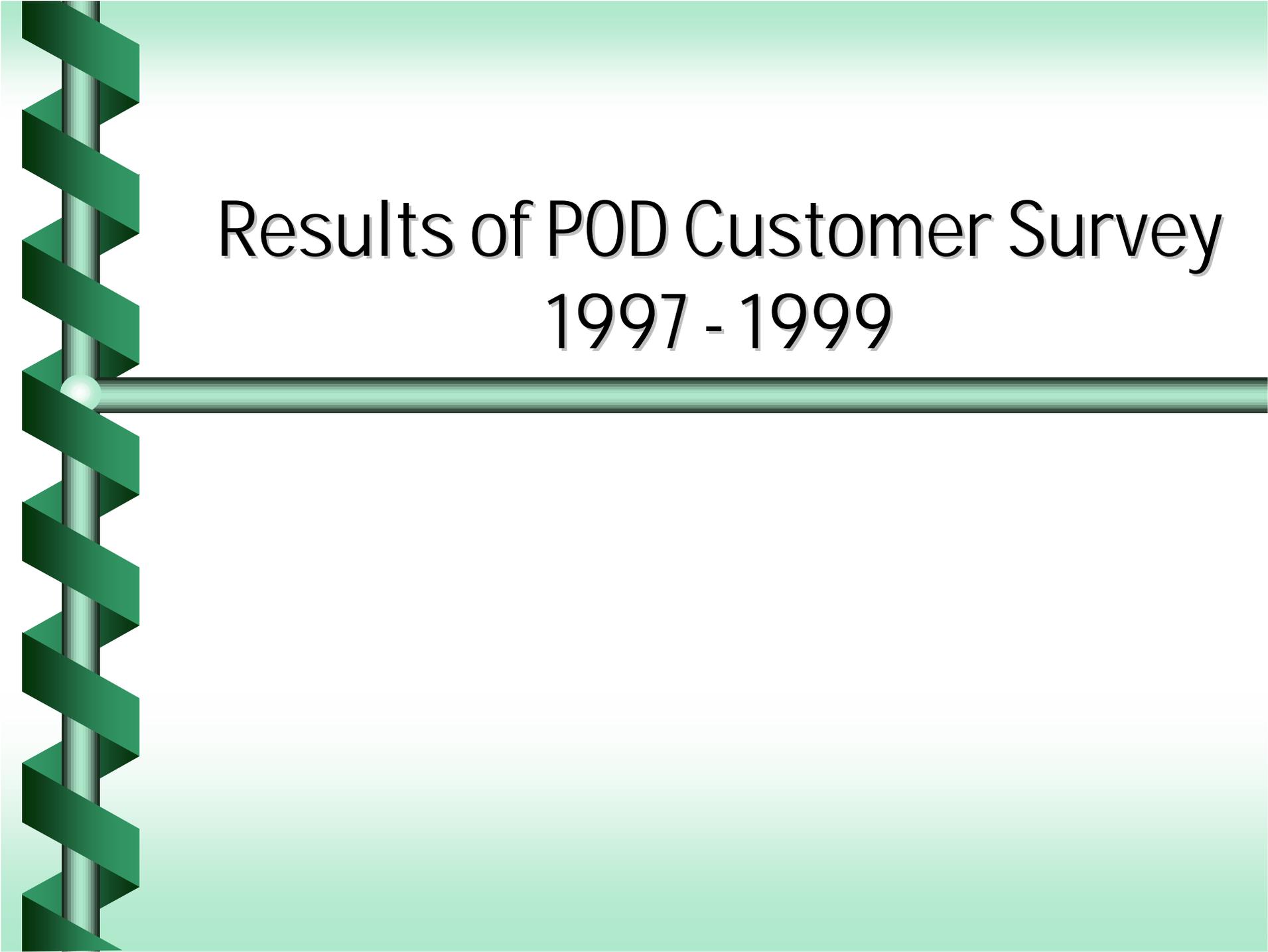
Adrian Q. H. Au  
Deputy Director, Programs  
Management



# Agenda

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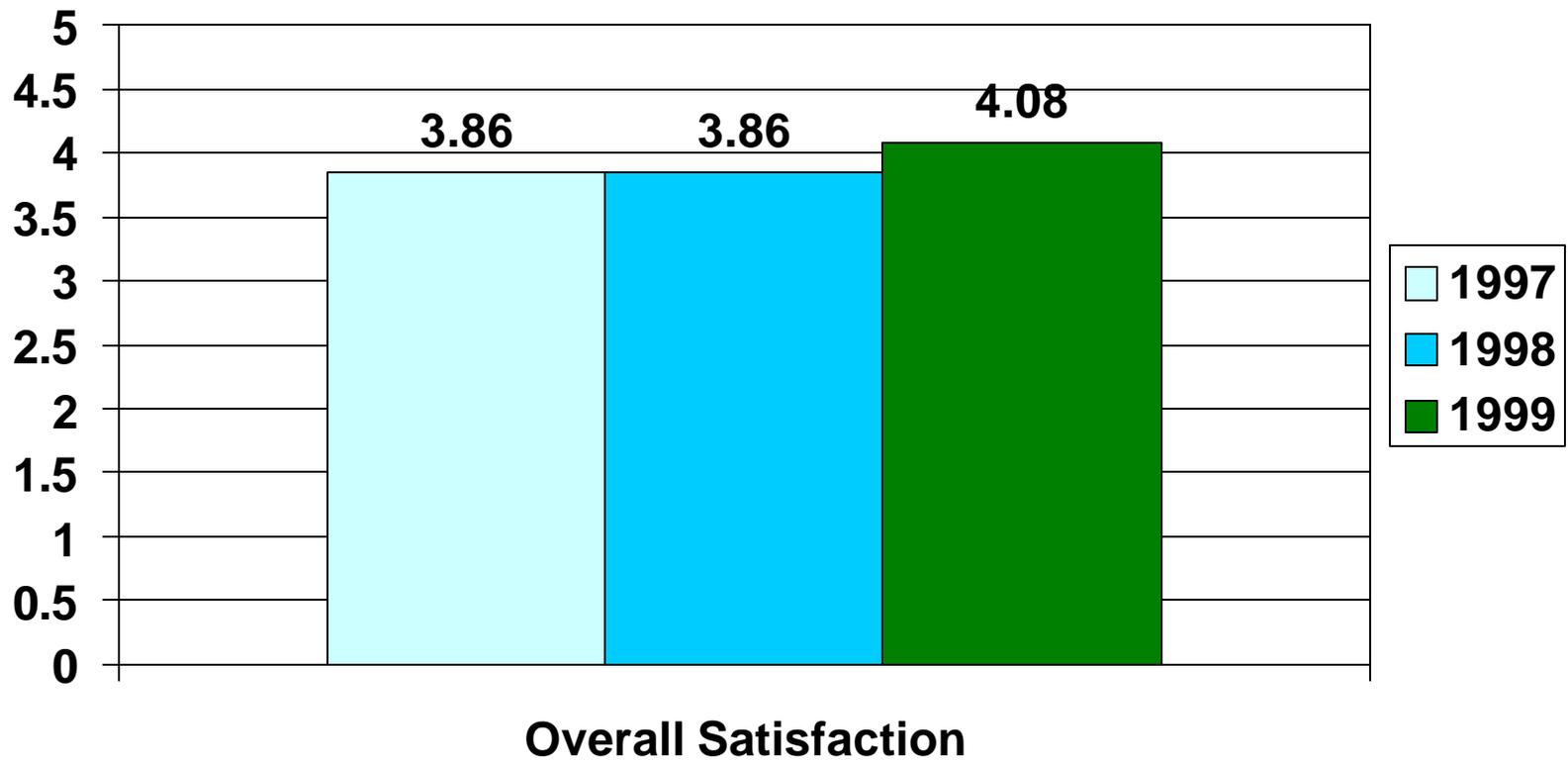
- Results of POD Customer Survey 1997 - 1999
- Mr. Stanley Yasumoto
- COL Arthur Allen Rasper
- COL Charles Cardinal
- Q&A



# Results of POD Customer Survey 1997 - 1999

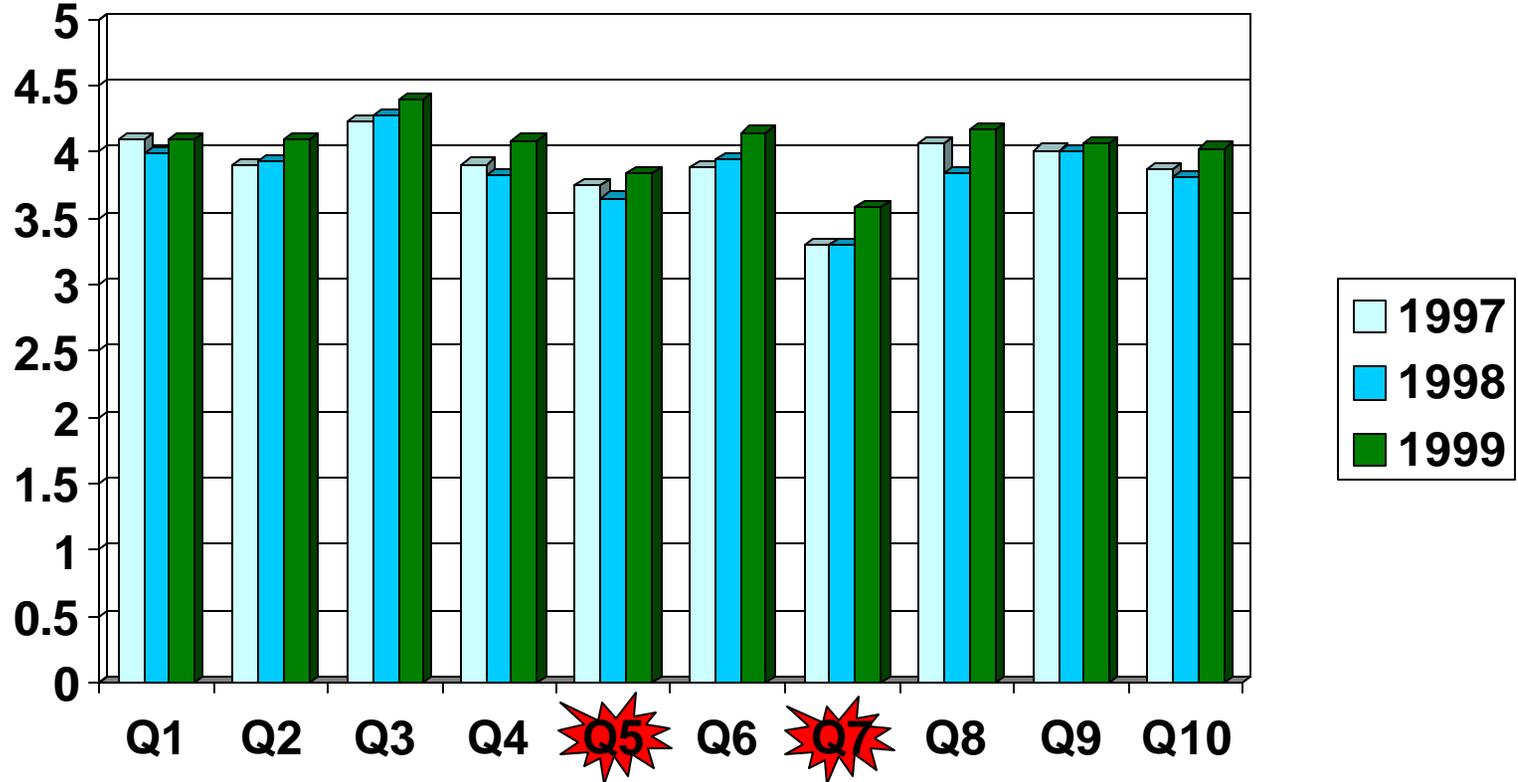
# Survey Results

## Overall Satisfaction (Q11)



# Survey Results

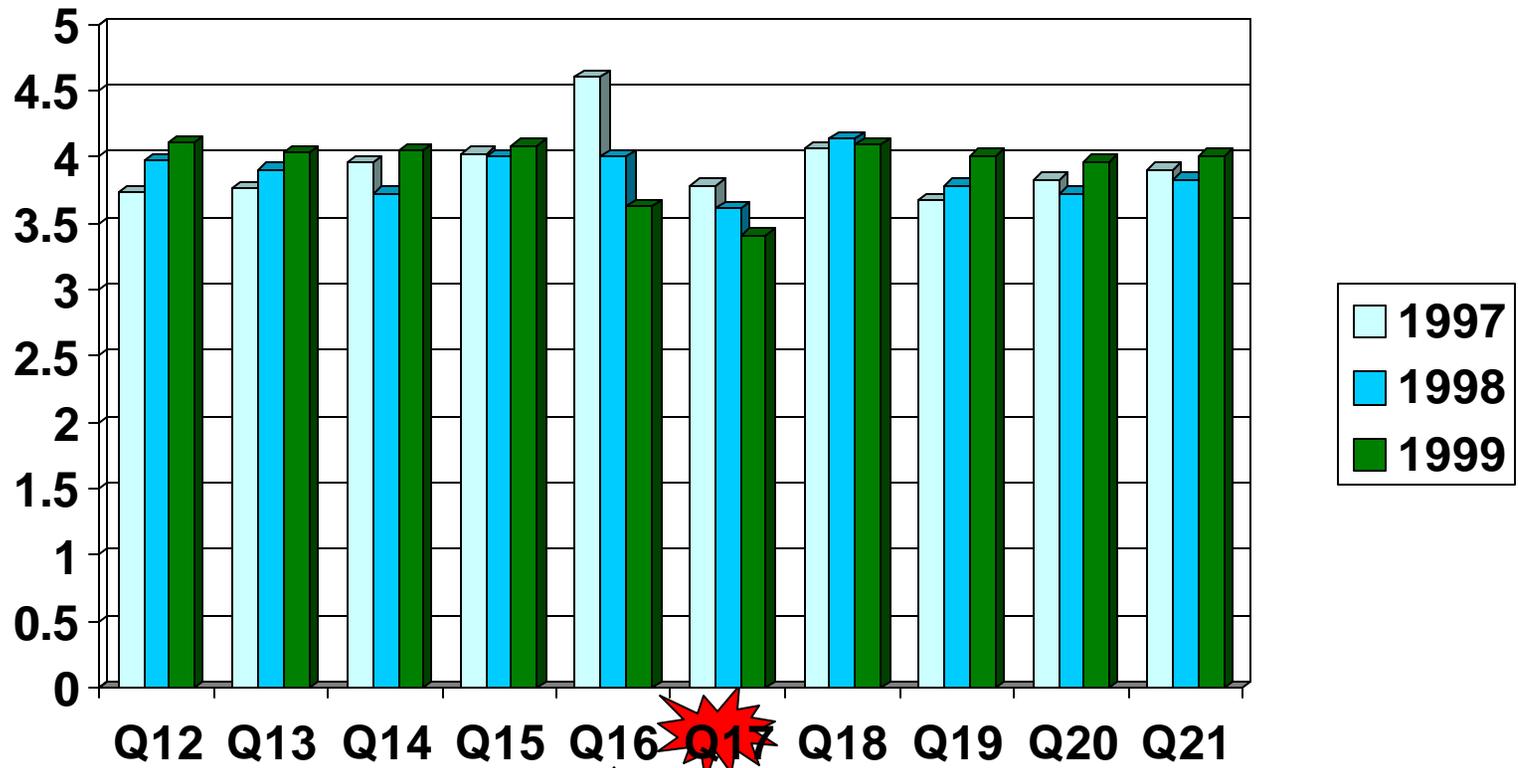
## Questions 1 - 10



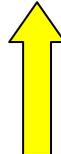
 Area of Concern

# Survey Results

## Questions 12 - 21

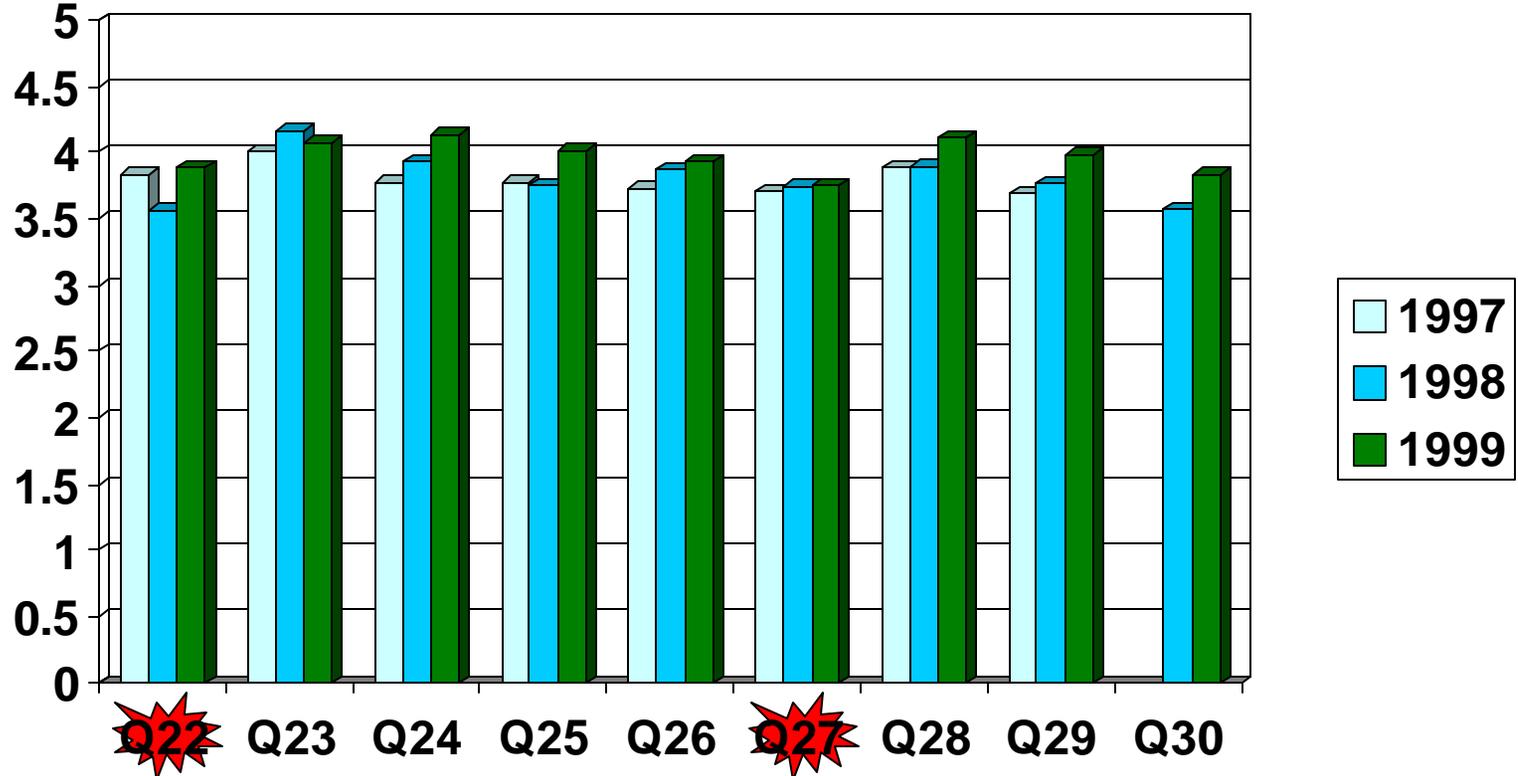


 Area of Concern

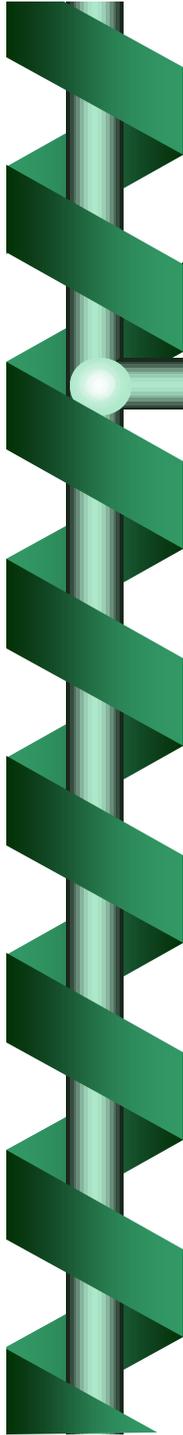


# Survey Results

## Questions 22 - 30



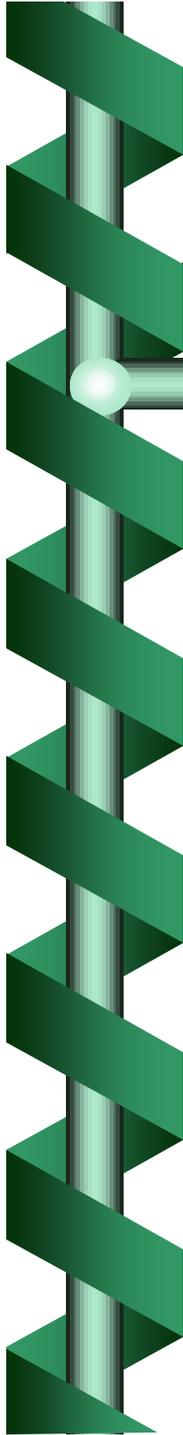
 Area of Concern



# Analysis and Trends

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- Compared to other USACE Divisions:
  - POD's average rating 7th out of the 8 Divisions plus TAC.
- From the Customer's viewpoint:
  - In general, Customer satisfaction is improving
  - Customer Satisfaction is decreasing in the area of Real Estate support.

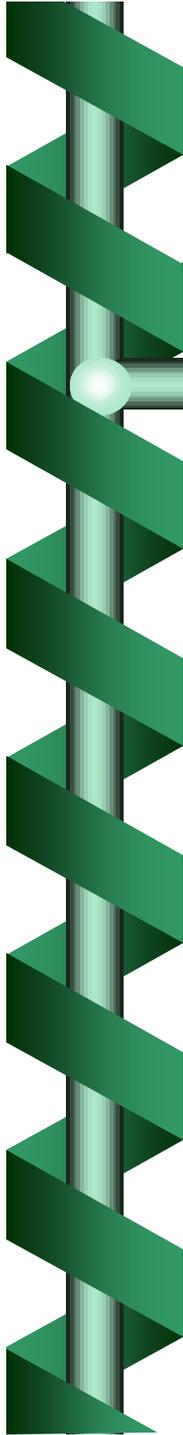


# Areas of Concern

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## ☀ Q5 - Provides Timely Services:

- Average rating 97-99 is 3.75
- Comments show mixed picture - some feel service is timely, some do not
- Areas mentioned that needed improvement:
  - AE acquisition process
  - timely resolution of construction issues/modifications
  - JOC and IDIQ delivery order acquisition needs to be quicker

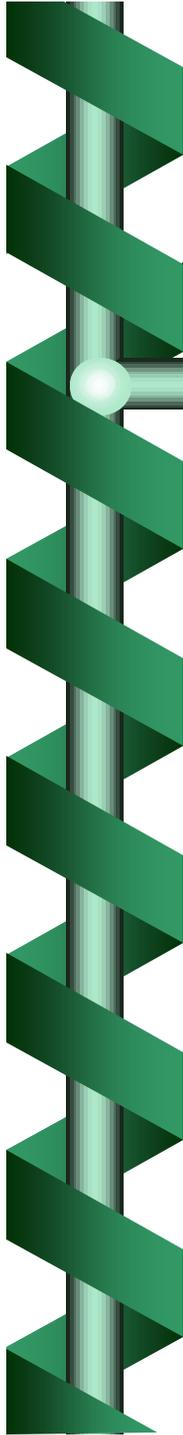


# Areas of Concern

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## • Q7 - Delivers Products/Services at Reasonable Cost:

- Average rating 97-99 is 3.39
- Comments show mixed picture - some feel service is a bargain, some strongly disagree
- Customers having to “pay for our mistakes” add to the reduced perception of value
- Areas that need improvement - be more attentive to customer’s needs and concerns to add value to our services.

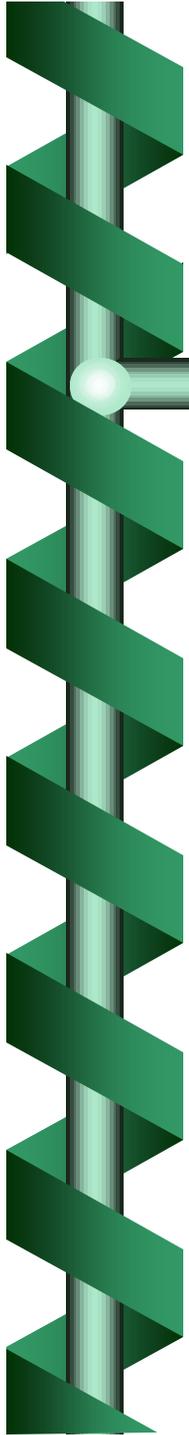


# Areas of Concern

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## ☀ Q17 - Real Estate Services:

- Average rating 97-99 is 4.08 - but declining over the three years
- No RE responsibilities in Japan and Korea, Most Alaska and Hawaii Surveys chose N/A
- Total responses in POD = 17 out of 108 received
- Only written comment: USAG-HI DCA - frustrated about the time it is taking to resolve an issue at Waianae Army Recreation Center (7 years).
- Areas that need improvement:
  - Speed up the leasing and land acquisition process
  - better communication.

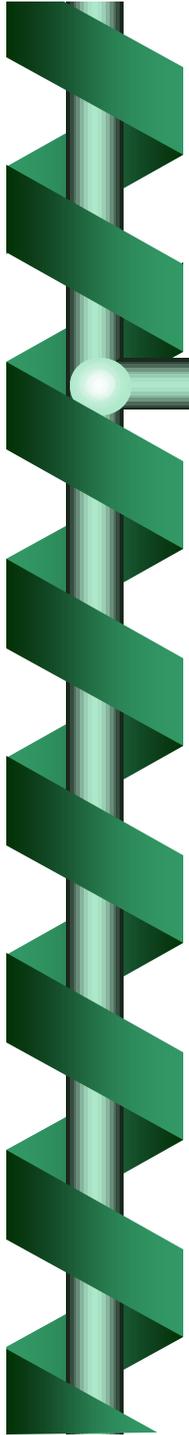


# Areas of Concern

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## • Q22 - Engineering Design Quality:

- Average rating 97-99 is 3.76
- Comments show mixed picture - some feel quality designs are provided, some disagree. Not many comments on quality written.
- Areas that need improvement - constantly strive to improve the quality of our designs

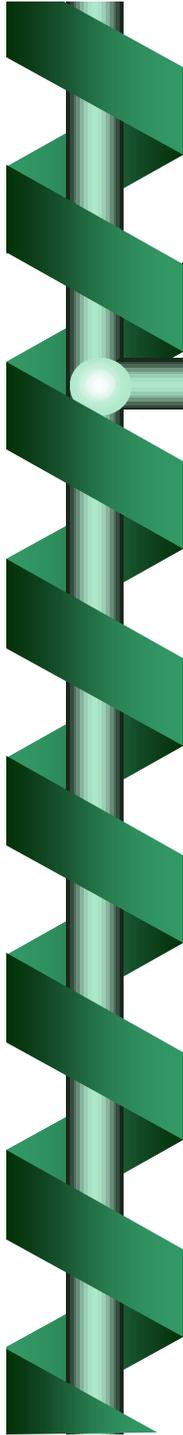


# Areas of Concern

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## ☼ Q27 - Contract Warranty Support:

- Average rating 97-99 is 3.73
- Concern expressed that, in some cases, the customer has to make repeated warranty calls to the contractor for the same problem.
- Customers would like the Corps to take more responsibility in the warranty process.
- Areas that need improvement - develop a better warranty system to satisfy our customer's post-construction concerns.



# Summary

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- In general, we are improving - but we can do better!
- Immediate focus areas - arrest the decline in Customer satisfaction w/our RE support services
- Continue to push for improved service in the following areas:
  - provide timely services
  - deliver products/services at a reasonable cost
  - engineer design quality
  - warranty support



Questions?

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