

APPENDIX V.E.3

INTRA-COUNTRY (ICM) MOVES TRANSPORTATION SERVICE PROVIDER (TSP) CUSTOMER SATISFACTION SURVEY (CSS)

A. CUSTOMER SATISFACTION SURVEY (CSS)

1. **Score:** This section describes the CSS procedures by which the Defense Personal Property Program (DP3) executes Intra-Country Moves (iCM). iCM is Code of Service (COS) C, under the International Household Goods (iHHG) market in the International Program.

DP3 employs “Best Value” based on a defined ratio of TS) performance and cost. Each customer moving under the Department of Defense (DOD) program must be counseled (during the shipment application process) on the requirement to complete a CSS for each shipment moved within seven calendar days of delivery to the residence. Customers must access the survey via the World Wide Web using a secure access. Additional instructions are contained in the Military Surface Deployment and Distribution Command’s (SDDC) Personal Property Processing Office (PPPO)/Personal Property Shipping Office (PPSO) CSS Instructions.

2. **General:** Best Value Score (BVS) is a combination of a TSP's Performance Score (PS) and Rate Score (RS) and is based on a 100-point scale. TSP PS is comprised of CSS (50 percent) and Claims Performance (20 percent) and is weighted at 70 percent of the BVS; RS is weighted at 30 percent. The CSS is a survey that assesses the performance provided by the TSP as well as by the local Transportation Office (TO) or PPSO. Feedback regarding TO/PPSO service satisfaction is not included in the TSP’s CSS.

B. SURVEY OBJECTIVES

1. Obtain customer input on TSP performance.
2. Use the most economical method of obtaining customer input to lessen the budget impact on the Services while maintaining statistically valid results.
3. Target all customers moving shipments to complete the survey.

C. SURVEY METHODS

1. A web-based survey is used by customers to provide feedback on each of their delivered shipments. Customers must be provided secure access to the customer survey website, and instructed to complete a survey for each shipment within seven calendar days of shipment delivery to the residence. The Defense Personal Property System (DPS) flags each shipment indicating delivery to the residence, which triggers the availability of the survey for the customer completion. DPS allows the TSP, PPSO, or the customer to input a flag to indicate that shipment has completed delivery. After the shipment is flagged as delivered in DPS, DPS automatically sends a survey notification to the customer including an encrypted link to the survey. The survey contains validation messages to ensure: customers have reviewed their responses, understand the TSP’s survey score (based on their responses), and notifies the customer that no changes can be made to the survey after the survey is submitted.
2. All members/employees not completing a survey within seven calendar days will be reminded by Electronic Mail (e-mail). Additional e-mail reminders are sent on the 14th and 21st calendar day after shipment delivery if the customer has not completed the web survey. The e-mail reminder to the customer contains a link to the DPS. The customer is reminded of the importance of completing the survey. DPS uses the e-mail address obtained during counseling at origin, or the most recent e-mail address provided by the customer (i.e., while in transit or at destination). If no

other e-mail address is provided, DPS uses permanent e-mail accounts established by customer's parent Service. The survey contains a message for the customers to review their responses prior to submission of their survey. Submitted surveys cannot be modified.

3. DPS indicates the shipment on which the survey is to be completed by identifying shipment unique indicators (shipment origin/destination, date of pack/pickup/delivery, TSP name, weight and type of shipment [e.g., International Household Goods (iHHG) or International Unaccompanied Baggage (iUB), Bill of Lading Number]).
4. If the TSP does not have a statistically valid number of surveys by shipment category for scoring purposes, a Customer Service Representative must contact noncompliant customers and complete the survey by entering customer's responses on the web. DPS ensures each TSP has a statistically valid sample of surveys by shipment category. For a TSP without valid sample sizes of surveys in any shipment category 30 days prior to the end of any performance period, DPS generates a list of customers to be contacted telephonically to complete the survey. The list includes customers not having an e-mail account listed in DPS and customers that have not responded via the web or e-mail. The list also indicates whether the customer was e-mailed a request to complete the web survey.

D. SURVEY PARAMETERS

Surveys must be completed on shipments that have been delivered to customers. This includes deliveries to the customer's residence/office, to a customer-designated storage location, or to commercial storage where the customer inspects the shipment. Should the shipment go into Storage in Transit, the system allows the customer to complete a survey on a partial delivery (e.g., customer leaves washing machine in storage and completes survey). However, customers may only complete one survey per shipment regardless of the number of partial deliveries so will be cautioned not to complete the survey until the majority of the shipment is delivered. Surveys are only used to calculate PSs on shipments that were picked up from origin within the preceding 24 months, and were delivered within the preceding 12 months (i.e., delivered greater than 24 months after pickup, survey not eligible for scoring; delivered greater than 12 months before attempt to complete survey, not eligible for scoring).

E. MEMBER/EMPLOYEES COMMENTS

The survey contains questions designed to garner feedback about services provided by the TSP, the origin and destination TO/PPSO, and Survey Administrator (SDDC). The feedback section of the survey is optional and TSP feedback obtained from this section is not included in the TSP PS. The customer providing feedback may choose to remain anonymous or indicate a wish to be contacted. Customer options are explained below

1. Option 1: The customer authorizes the TSP, PPSO and/or SDDC to contact them regarding their comments. The recipient of the comments receives the customer's comments via e-mail. Additionally, PPSOs and TSPs receive the Personal Property Government Bill of Lading (PPGBL) number, e-mail addresses and phone numbers on file.
2. Option 2: The customer does not authorize the TSP, PPSO and/or SDDC to contact them regarding their comments. The recipient of the comments receives the customer's comments via e-mail. Additionally, PPSO receives the customer's name and PPGBL number. TSP only receives the PPGBL number. DPS indicates to PPSOs and TSPs that they cannot contact the customer regarding their comments.
3. Option 3: The customer wishes to remain anonymous. The recipient only receives the customer's comments via e-mail. DPS indicates to the customer that no action can be taken as a result of the comments provided.

F. SURVEY FORMAT AND POINT VALUES

Point values are assigned to the survey indicating the number of points corresponding to each adjectival rating (unsatisfactory, poor, satisfactory, good, or excellent). These adjectival ratings have assigned point values which result in a survey score. Only the scores associated with the TSP are used in calculating TSP PS.

G. STATISTICAL VALIDITY AND SCORING OF SURVEYS

The survey methodology used meets recognized statistical standards for obtaining a statistically valid number of surveys for each TSP and category. The risk of non-response bias with CSS is significantly less than with other surveys because any potential non-response bias affects all TSPs similarly. The CSS is less susceptible to non-response bias than a typical survey because it seeks to provide relative rankings rather than population estimates. The measures of statistical validity built into the CSS provides statistical rigor and confidence in the CSS as a method for providing a relative ranking of TSPs based on performance. The results of the CSS helps the DOD achieve a dual goal of:

1. More frequently selecting TSPs that provide better service
2. Motivating TSPs to improve their service performance.

[Table V.E.3-1](#) outlines the minimum number of surveys needed to achieve statistically valid results, based on the number of shipments delivered to the residence. When DPS determines the minimum number of surveys required to calculate a PS, it uses the “Required Number of Surveys” number indicated in Table 1, or 10 percent of the total “Number of Shipments Delivered” for the past 12 months, whichever is greater. This increases the confidence level in the number of surveys needed for TSPs that move a large number of shipments, thus mitigating bias. The table uses a 90 percent Confidence Level with a 5 percent Expected Error Rate and 4 percent Precision. Table 1 was developed based on input from the United States Army Audit Agency.

Table V.E.3-1. Minimum Survey Requirements

Number of Shipments Moved	Required Number of Surveys	Number of Shipments Moved	Required Number of Surveys	Number of Shipments Moved	Required Number of Surveys
1	1	37-38	26	133-139	51
2	2	39-40	27	140-147	52
3	3	41-42	28	148-155	53
4	4	43-45	29	156-165	54
5	5	46-47	30	166-175	55
6	6	48-50	31	176-184	56
7	7	51-53	32	185-196	57
8	8	54-56	33	197-208	58
9-10	9	57-58	34	209-222	59
11	10	59-62	35	223-237	60
12	11	63-65	36	238-253	61
13-14	12	66-68	37	254-271	62
15	13	69-72	38	272-292	63
16	14	73-75	39	293-314	64
17-18	15	76-79	40	315-340	65
19	16	80-83	41	341-370	66
20-21	17	84-88	42	371-403	67

Number of Shipments Moved	Required Number of Surveys	Number of Shipments Moved	Required Number of Surveys	Number of Shipments Moved	Required Number of Surveys
22-23	18	89-92	43	404-443	68
24	19	93-97	44	444-489	69
25-26	20	98-102	45	490-544	70
27-28	21	103-107	46	545-611	71
29-30	22	108-113	47	612-694	72
31-32	23	114-119	48	695-734	73
33-34	24	120-125	49	> 735	10% of shipments
35-36	25	126-132	50		

H. CSS

The survey consists of questions designed to measure the performance of the TSP and also questions designed to obtain feedback about the services provided by the local TO or PPSO. Feedback regarding the performance of the TO/PPSO service satisfaction is not included in the TSP performance. All questions regarding origin and destination TSP performance are weighted equally (each are 12 percent of total) except the overall satisfaction question which is weighted at 40 percent of the total score.

NOTE: The portion of the survey used to determine a TSPs CSS consists of six questions designed to measure the objectives of the DP3 program. [Table V.E.3-2](#) provides the six survey questions regarding TSP performance and possible responses (excellent (E); good (G); satisfactory (S); poor (P); unsatisfactory (U)).

Table V.E.3-2. Customer Satisfaction Survey

Customer Satisfaction Survey Response Weighing	Percent To Total Score
Evaluate services provided at pickup such as the quality of <u>packing</u> , labeling and organizing: (E = 12, G = 9, S = 6, P = 3, U = 0)	12%
Evaluate services provided at pickup such as care, courtesy, and attitude of the <u>loading</u> crew: (E = 12, G = 9, S = 6, P = 3, U = 0)	12%
Evaluate how satisfied you were with the <u>timeliness of the pickup</u> of your personal property by the Transportation Service Provider: (E = 12, G = 9, S = 6, P = 3, U = 0)	12%
Evaluate services provided at <u>delivery</u> such as the care, courtesy, attitude of the crew, unloading, and unpacking: (E = 12, G = 9, S = 6, P = 3, U = 0)	12%
Evaluate how satisfied you were with the <u>timeliness of the delivery</u> of your personal property by the Transportation Service Provider (mover)?: (E = 12, G = 9, S = 6, P = 3, U = 0)	12%
Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in <u>all phases</u> of your move from first contact through delivery, to include any follow up?: (E = 40, G = 30, S = 20, P = 10, U = 0)	40%
Total	100

I. SURVEY DATA VISIBILITY AND RETENTION

DPS provides TSPs with secure access to view their survey data, including their raw PSs. TSPs cannot view information, including scores, for other TSPs, nor can they view information regarding customers who have or have not completed surveys. DPS provides the Services and PPSOs with secure access to view survey data. This access is limited to surveys and data elements. Survey data is collected and maintained in DPS. DPS maintains at least 13 months of survey data. Survey data maintained by DPS is archived as described in the technical requirements for DPS. DOD provides TSPs access to limited survey data for their delivered shipments in order to identify areas of weakness or superior service. TSPs should use this data to improve their business processes.

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