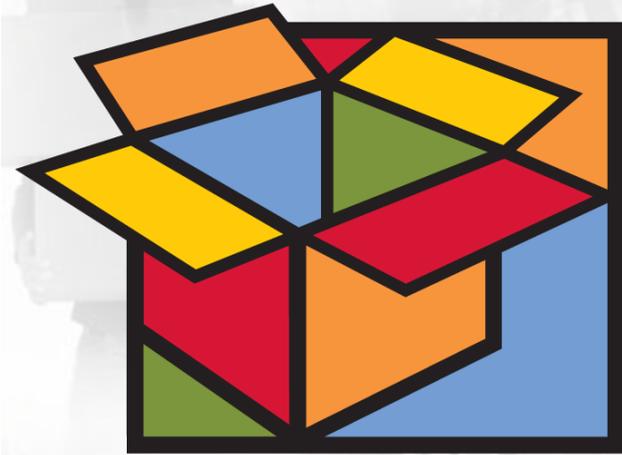


RELOCATION PROGRAM



Moving Made Easy

Customer Satisfaction Survey (CSS)

Karlene Bader,
Military Surface Deployment & Distribution Command
SDDC



12th Annual Joint Services/Agency/ERC
Relocation Training Conference



Defense Personal Property Program : DP3

- **TOPS Program** : legacy program based on lowest cost procurement with “me-too” rate filing
 - **Computer system supporting program:**
 - **TOPS** - legacy, decentralized system comprised of multiple disparate programs for managing personal property moves; possesses limited functionality in procurement, shipment management, and billing and payment
- **DP3** : best value based program
 - **Computer system supporting program:**
 - **DPS** – centralized, integrated system with 24/7 access supporting DP3 as the one-stop source for managing personal property moves from counseling and shipment award through invoicing and claims settlement



Best Value Score : BVS

- **DP3 awards shipments based on the best value criteria:**
 - Customer Satisfaction Survey (50%)
 - Claims (20%)
 - Rates (30%)
- **Transportation Service Providers (TSP) are assigned to one of four quality bands, within each channel, based on their BVS**
- **TSPs are ranked from highest to lowest BVS within each channel**



Customer Satisfaction Survey : CSS

- **Backbone of DP3**
 - Web-based survey that allows a customers to “score” the service and performance received from a TSP during the shipment of their household goods
- **Impact on TSPs:**
 - CSS allows the opportunity for customers to influence which companies move their household goods
 - Represents the Customers “voice” about the service they received
 - Survey completion allows for higher quality moves to our customers



CSS Survey Questions

- **The Survey consist of four sections:**
 - Section I: Origin PPSO (Questions 1-3)
 - Section II: TSPs (Questions 4-9)
 - Section III: Destination PPSO (Question 10)
 - Section IV: Quality of Life (Question 11-12)
- **Section II is used for TSP scoring**



CSS Challenges

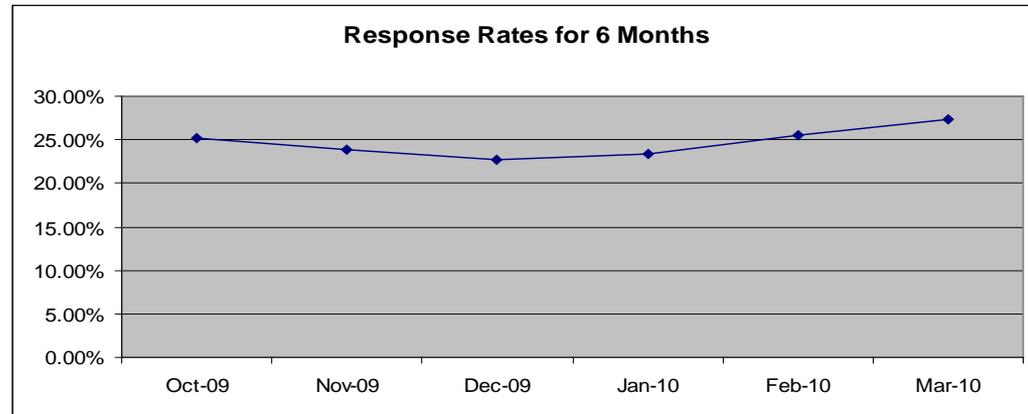
- **Using two systems to complete surveys:**
 - TOPS
 - DPS
- **Currently phone call survey completion capability is only available for TOPS shipments**
- **Survey isn't accessible because shipment isn't marked as delivered complete**
- **Some confusion exists due to TSP's internal surveys**



Increasing Survey Response Rates

- **Increasing Accessibility**
 - DPS Direct Link (active as of 1 April)
 - Telephone Surveyor Role
- **Raising Awareness**
 - Training/ Education
 - Marketing Materials
- **Forced Discipline**
 - Senior Enlisted Staff
 - DTR Change

Survey Access Type	TOPS	DPS
Web Site Login	8.2%	100.0%
Email Link	71.9%	N/A
Phone	19.9%	N/A
Total	100.0%	100.0%





Contact Information

- CSS email box: sddc.safb.css@us.army.mil
- For more program information: www.move.mil
- Help Desk: 1-800-462-2176 option 7 for ICSS