

STUDY OF OL'S SERVICE ENVIRONMENT AND WAYS TO ENHANCE OL'S IMAGE

QUESTIONS FOR SELECTED AGENCY COMPONENTS

1. What services/support does the Office of Logistics (OL) now provide to your component?
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
 - h.
2. What are your component's perceptions of the quality, timeliness, general responsiveness, and overall value of OL's services and support? Please key your answers to the items in #1 above.
 - a.
 - b.
 - c.
 - d.
 - e.

(continue this question on next page)

SECRET (when filled in)

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- f.
 - g.
 - h.
3. How could OL improve the services/support it already provides to your component? Please key your answers to #1 and #2 above.
- a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
 - h.
4. What additional services/support could OL provide to your component?
- Present or near future (specify time-frame desired and coordinations/approvals required; rank in order of priority)
- a.
 - b.
 - c.

(continue this question on next page)

2
SECRET (when filled in)

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d.

e.

f.

g.

Long-range (specify time-frame desired and coordinations/
approvals required; rank in order of priority)

a.

b.

c.

d.

e.

f.

g.

5. How does your component view OL in terms of courtesy and professionalism? (If contacts involve more than one OL staff or division, please rate each OL component separately or, if preferable, rate according to the service or support rendered.)

a.

b.

c.

(continue this question on next page)

3
SECRET (when filled in)

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d.

6. What service/support functions of OL are best understood by your component? Least understood?

Best understood (Is additional information needed and by whom?)

a.

b.

c.

d.

e.

Least understood (Is additional information needed, and by whom?)

a.

b.

c.

d.

e.

7. Do you believe that your component's overall impression of OL is favorable or unfavorable? How could that image be improved?

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8. What other factors (human, organizational, etc.) influence your component's perception of OL? If negative, how can they be changed to a positive perception?
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.

9. Do you have suggestions as to which media could be most effective in communicating to members of your component the totality of support and services OL provides? (E.g., Employee Bulletins, OL newsletter, multi-media presentation, pamphlets, brochures, posters)
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

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10. What training courses attended by your personnel (e.g., EOD courses such as Intro to CIA) would you suggest include additional information about OL people and activities?
Please elaborate.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

11. What other suggestions, not specifically addressed in this questionnaire, do you have for improving OL's image throughout the Agency?