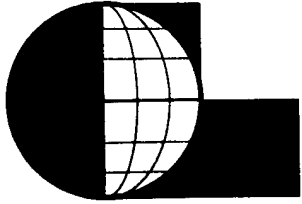


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Logistics Services Division Support Questionnaire

Logistics Services Division
Office of Logistics

Logistics Support Questionnaire

1. Supplies

a. Does your component feel that the building's supply store is adequately stocked?

YES NO

b. If not, what items are frequently out of stock? _____

c. Are the personnel on duty at the Supply Room counter courteous and helpful?

YES NO

d. How do you rate LSD's level of service in the supply area?

Excellent Good Fair Poor

e. Comments: _____

2. Internal & External Relocations (Office Moves)

a. Has your component requested the service of LSD for relocations of any kind within the past year?

YES NO

b. If yes, were the moves in:

Headquarters External Buildings Both

c. Were the moves made efficiently and were they started and completed on schedule?

YES NO

e. Were the LSD employees who performed the service courteous and helpful?

YES NO

f. How do you rate this service?

Excellent Good Fair Poor

g. Comments: _____

3. Classified Trash Pickup & Disposal

a. Does your component require the pickup of classified trash in outlying buildings?

YES NO

b. If so, is the service always on schedule?

YES NO

c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

YES NO

d. If so, what are the major complaints? _____

e. How do you rate the service overall?

Excellent Good Fair Poor

f. Comments: _____

4. Mail Distribution

a. Does your component consider the mail system to be reliable and efficient?

YES NO

c. Is your mail received in good condition?

YES NO

d. Are the couriers courteous and helpful?

YES NO

e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

Excellent Good Fair Poor

f. Comments: _____

5. Vehicle Maintenance & Shuttle Service

a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

YES NO

b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

YES NO

c. How do they rate the condition of the vehicles?

Exceptionally clean Clean Average Dirty

d. In general, are the vehicle operators considered to be courteous and helpful?

YES NO

e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

YES NO

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

YES NO

g. Are they maintained according to schedule?

YES NO

YES NO

i. Has your component required the services of a chauffeur/driver within the past year?

YES NO

j. Did the chauffeur/driver perform the service as well as expected?

YES NO

k. How do you rate the overall performance of the Motor Pool Branch?

Excellent Good Fair Poor

l. Comments: _____

6. Architectural Design

a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

YES NO

b. If so, was the service performed in a timely fashion?

YES NO

c. Was the quality of the design work satisfactory?

YES NO

d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

Excellent Good Fair Poor

e. Comments: _____

7. Renovations and Alterations

a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

YES NO

b. If so, did the requirement involve:

Major renovations Minor work Trouble calls Other

YES NO

d. Was the work done efficiently and with a high degree of expertise?

YES NO

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

YES NO

f. If not, of what specific problems are you aware? _____

g. How do you rate SM & FB's level of performance?

Excellent Good Fair Poor

h. Comments: _____

8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

_____ %

b. Are they satisfied with the menu selection?

YES NO

c. How do they rate the quality of service?

_____ % Excellent; _____ % Good; _____ % Fair; _____ % Poor

d. How do they rate the quality of food?

_____ % Excellent; _____ % Good; _____ % Fair; _____ % Poor

e. How do they rate the environment? (cleanliness, decor, etc.)

_____ % Excellent; _____ % Good; _____ % Fair; _____ % Poor

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

_____ % Excellent; _____ % Good; _____ % Fair; _____ % Poor

9. Interior Design

- a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD)?
- YES NO
- b. Are the special design solutions as planned by the IDC helpful to your component?
- YES NO
- c. Are the consulting services of the IDC useful to your component?
- YES NO
- d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?
- YES NO
- e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?
- YES NO
- f. Generally, how do you rate LSD in the area of interior design?
- Excellent Good Fair Poor
- g. Comments: _____
- _____

10. Headquarters Parking

- a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?
- YES NO
- b. Do they find the annual allocation of permits fair and equitable?
- YES NO

d. Have viable alternatives been suggested by them?

YES NO

e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

Excellent Good Fair Poor

f. Comments: _____

11. Vending Machines

a. Are vending machines in your area generally well stocked?

YES NO

b. Are microwave ovens and other pieces of equipment well maintained?

YES NO

c. Are snack bars clean and orderly?

YES NO

d. How do you rate the vending service & snack bar areas?

Excellent Good Fair Poor

e. Comments: _____

12. Headquarters Building Maintenance & Operation

a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

YES NO

b. Are your office areas cleaned on a regular schedule?

YES NO

c. How do you rate the custodial force?

- Excellent
- Good
- Fair
- Poor

d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

- YES
- NO

e. How do you rate the condition of the compound's grounds and roadways?

- Excellent
- Good
- Fair
- Poor

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

- Excellent
- Good
- Fair
- Poor

g. Comments: _____

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

Completed by: _____ Component: _____

Title: _____ Room Number: _____

Extension: _____