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9 July 1985

MEMORANDUM FOR: Chief, Data Administration Service
Information & Management Support Staff, OL

25X1

FROM: Chief
Plans, Programs and System Staff
Printing and Photography Division, OL

SUBJECT: Questionnaire for Information & Management
Support Staff Management By Objective on
'OL Image Enhancement.'

REFERENCE: Memo from C/IMSS, dtd 4/22/85, Subj:
Reassignment of Directorate-level Objectives

1. Attached you will find a consolidated response from
Office of Logistics, Printing and Photography Division's
(OL/P&PD) Managers who filled out the questionnaire individually.
Also, enclosed is a copy of the Customer Survey conducted by
OL/P&PD, with results included.

25X1

2. If you have any questions regarding any of this
information please contact me on

25X1



Attachments:

- A. Reference (OL 4066-85)
- B. Questionnaire
- C. P&PD Customer Survey (OL 11085-84)

OL 11049-85

25X1



25X1

UNCLASSIFIED WHEN DETACHED FROM
SECRET ATTACHMENT

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June 1985

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

The Director of Logistics has asked IMSS to undertake a directorate-level objective to enhance OL's image as a service organization. The following questions serve as a point of departure to help us determine how OL can improve its services/support....or better acquaint other components with our role in the Agency. Feel free to tailor the questions to your component or expand them as you think best contributes to this effort. Please add continuation sheets as needed.

1. In your component, what activities/products/services act as "image creators" for you and OL?

- a. Planning Staff/Printing
- b. Planning Staff/Photography
- c. Design & Presentation Center (D&PC)
- d. ETECS (GJ-56)
- e. Bindery & Reprographics Center (B&RC)
- f. Systems Staff
- g. Publications (recruiting Brochures, CBJB, NID, PDB, NIE's)
- h. Photographic Products (prints, microfiche, slides, video replication, MPTV, etc.)
- i. Visual Aids (slides, vugraphs, charts, posters)
- j. Still Photography

Services/
Activities

Products

B

ATTACHMENT

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QUESTIONS FOR OL DIVISIONS/STAFFS (page 2)

2. What do you think are your customers' perceptions of your component's services and image in each of the above areas? Key your answer to the appropriate letter in Question 1.
 - a. Sometimes unreliable in meeting due dates
 - b. Generally good
 - c. Unreliable, non-responsive
 - d. Good
 - e. Good
 - f. Good
 - g. Excellent
 - h. Good
 - i. Good
 - j. Poor Turnaround Time
3. In which areas could your component project a better image or provide a better service? How? (Key your answer to the appropriate letter in Question 1.)
 - a. - j. Better response

Planners and schedulers throughout the Division (including D&PC) do not have sufficient data available to accurately forecast ability to meet customer needs. With a good plant loading module in the MIS, P&PD's capabilities would be better known to planners and realistic due dates established for the completion of jobs. This would allow better response time due to better planning.

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QUESTIONS FOR OL DIVISIONS/STAFFS (page 3)

4. What additional services/support could your component add to improve customer relations and enhance OL's image? Please indicate priority.

Achievable with present resources

- a. Seminars
- b. Conferences with selected groups of customers
(P&PD is doing the best job possible in supporting customer needs (which is an image making service) with existing resources.)

Achievable with additional resources (specify resources)

- a. Reduction of backlogged unclassified work with additional positions.
- b. Centralized television post-production facility (equipment & positions)

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QUESTIONS FOR OL DIVISIONS/STAFFS (page 4)

5. What other factors do you think influence OL's image? How can they be changed to enhance OL's image?
 - a. General Business Conduct - Improve via training
 - b. Professional Dress Code - Improve via awareness
 - c. Lack of sensitivity to quality of work - Improve via awareness
 - d. General perception that OL standards for employment are lower than other component standards. Raise standards or perception of standards.
 - e. OL's grade structure vs. other DDA components. Super grades are rare in OL. Compare to OS, OC, OP, OIT for example. PMCD clobbers OL.
 - f. Performance is a key factor to OL's image. Good performance enhances image. Poor performance detracts - Stress good performance.

6. How can we best communicate to others in the Agency the scope and importance of OL's services/support?
 - a. Advertise through posters, slide shows, briefings, seminars etc.

We can't turn 40 years of "grunting" around overnight. A way has to be found to impress new Agency EOD's. We ought to request a couple of hours for presentations to employees (Agency-wide) upon their first few days in the Agency. To attempt a turnaround at the "old timers" level rather than at the EOD level is probably useless.

Otherwise, P&PD's option, with approvals, would be to carry an imprimatur of sorts on every printed publication, training film, photographic product, etc.

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QUESTIONS FOR OL DIVISIONS/STAFFS (page 5)

7. What public relations tools could you suggest to enhance OL's image (e.g., employee bulletins, posters, brochures, video presentations, briefings)?
 - a. Briefings, tours, seminars at all levels that are professional and interesting.

8. If we were to conduct a voluntary random survey of the perceptions of OL within the Agency, who would you recommend be queried and with what specific questions?
 - a. All IG's who have statistical data on OL's performance to determine exactly what the perceptions are.
 - b. All major users of OL resources.
 - c. In P&PD this would be editors, analysts, senior managers of organizations such as OCPAS, NIC, PDB Staff, NPIC, FBIS, DDO

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QUESTIONS FOR OL DIVISIONS/STAFFS (page 6)

9. Has your component conducted a customer survey within the past two years? Yes If "yes," please make copies of the survey and results available to IMSS. (Elaborate, if desired, on any changes made as a result of the survey or any changes suggested but not implemented.)

10. What other suggestions do you have for enhancing OL's image that are not specifically addressed in these questions?
 - a. Too often OL is its own worst critic. This may be a result of low self-esteem of many employees. Recognition for jobs well done are apparently scarce. In P&PD for example, medals upon retirement have been nearly non-existent. QSI's are rare. Despite numerous additional projects and responsibilities the grade structure for managers have been unchanged over the years. The correction of all, or some at least, of these conditions would raise the level of employee esteem and would motivate them to further excellence.

SECRET (when filled in)

24 May 1984

MEMORANDUM FOR: Director of Logistics

FROM: Chief
Printing & Photography Division, Office of LogisticsSUBJECT: Printing & Photography Division, Office of Logistics
(P&PD/OL) Customer Survey Questionnaire

1. The purpose of this memorandum is to forward the final report of findings and recommendations concerning responses to the P&PD/OL Customer Survey Questionnaire, published in August 1983. The customer responses were input to a statistical database by the Psychological Services Division, Office of Medical Services (PSD/OMS). This action materially assisted us in focusing on substantive issues identified by respondents.

2. The major finding of the Report is that the Division is perceived as being responsive to customer needs, both in terms of quality and timeliness. The following table from Question 10 of the attached Report supports this statement:

	<u>REPLIES</u>				<u>TOTAL REPLIES</u>
	<u>POOR</u>	<u>FAIR</u>	<u>GOOD</u>	<u>EXCELLENT</u>	
Responsiveness	2	18	93	65	180
Quality of Product	5	10	87	74	177
Professional Assistance	1	13	83	68	173
Initiative/Voluntary Helpfulness	1	31	78	53	174
Courtesy	0	12	74	87	178
Concern for Customers' Needs	1	18	90	65	177

3. We intend to followup with those Offices who chose Poor/Fair categories. In the majority of cases, a respondent rated all categories consistently negative. We also intend to conduct random product surveys by attaching a self-addressed questionnaire to finished jobs.

4. A second major finding was that our customers would like more information concerning services available from P&PD/OL. A brochure outlining products and services will be published in June.

OL - 11085-84

Printing & Photography Division, Office of Logistics (P&PD/OL) Customer Survey Questionnaire

5. Finally, a significant concern identified in the Report by some respondents is the lack of credible information concerning job status (see Question 18 in the Attachment). We have already instituted a mandatory requirement that P&PD planners inform customers when requested due dates will not be met. We also propose to permit, at least our major customers, access to the job tracking module of the new MIS system.

6. I would be pleased to discuss the attached Report further at your convenience.

STAT



Attachment:
Survey Questionnaire

- Distribution:
- Orig - Addressee
 - 1 - OL Registry
 - 1 - OL/P&PD Official
 - 1 - OL/P&PD Chrono
 - 1 - OL/P&PD/PP&SS

STAT

OL/P&PD)  (24MAY84)

**Report on the Results
of the
P&PD Customer Survey Questionnaire**

STAT



**PP&SS/P&PD/OL
March 1984**

March 1984

Executive Summary

Results of the P&PD Customer Survey Questionnaire

1. Background

The P&PD Customer Survey Questionnaire was an outgrowth of the Division's Quality Circles (QC) Pilot Program and represented the first time that P&PD had ever conducted an Agency-wide survey. Considerable time and thought went into the questions and response choices. The questionnaire distribution was directed to all ''Division'' level addressees as defined in the 1983 Agency Telephone Book, and other easily identified P&PD customers not of ''Division'' organizational identification. A total of 192 responses were received from the 864 questionnaires sent out, resulting in a 22% response rate.

2. Results

Basically customers indicated a high degree of satisfaction with P&PD products, services, and personnel. The following summarizes the questionnaire results:

Products - Most printing and photography products were rated excellent, with 91% of survey responses falling in the Good-Excellent range. Surprisingly, quality was rated more important than timeliness. P&PD products are always packaged and received in good condition.

Responsiveness - Customer perception of the Division's responsiveness was very good, with 87.8% reporting in the Good-Excellent range.

Services - Division services are most often used on a weekly basis. The most common method of contact is person-to-person.

Personnel - Overall concern for customer's needs is very good, and personnel were seen as courteous and helpful. Initiative was somewhat lacking in comparison to other categories, with 75.3% of responses falling in the Good-Excellent range.

Forms - All P&PD forms were considered easy to fill out, although there were some indications that Form 70 and 70C required P&PD assistance because the customers did not understand the required technical information.

Job Status - A small sample (16 of 181) of P&PD's customers have problems in checking the status of their jobs. Some of the complaints cited were:

- . The computer is frequently down.
- . Phone calls are not returned.
- . The MIS status information is not accurate.
- . P&PD needs more Planners.
- . Shift changes resulted in problems.

Requirements Not Being Supported - Some of the customer-stated needs of concern are:

- . Motion Picture/TV - ability to change videotapes to a different format; replication of foreign standard videotapes; and improved video presentation materials.
- . ETECS - Increased support for customers from ETECS personnel regarding formatting (textual readability, eye appeal, layout and design).
- . Bindery and Reprographic Center - Wire binding for map books; and 24-hour color copying service.
- . Graphics - Ability to enlarge graphics on mylar-type material; more imaginative graphics design unit to provide quicker, more in-depth attention to individual design requests; and artistic support service as part of the planning function in the main plant.

Long Range Plans - Based on the fact that P&PD production requirements increased approximately 8-10% in FY-1983, and the fact that approximately 30% of the respondents indicated some degree of projected increase in printing and photography requirements in the future, it can be realistically assumed that workloads will continue to escalate. However, answers to the survey question did not disclose any potential large new requirements with the exception of NPIC, which may have a need for photographic prints from 800,000 negatives.

Handbook - The survey indicated an overwhelming desire for a handbook of products and services.

3. Conclusions

The P&PD Customer Survey has provided a much-needed insight to Division operations as seen by a critical eye - - - P&PD customers. While the Division can take satisfaction from most of the survey responses, there are nevertheless some areas that need attention to make P&PD a top-rate service organization in the eyes of all customers. Division managers and supervisors will be tasked to set the example. Complete customer satisfaction is P&PD's goal. Action plans are being developed to resolve identifiable problem areas. Where possible, customers will be

contacted to further discuss questionnaire responses concerning poor support. Follow-up mini-surveys will be occasionally inserted into publications. And finally, but most importantly, a handbook of products and services directed to the non-professional printing and photography customer will be produced.

1. Purpose

The purpose of this report is to summarize the results of the Printing and Photography Division's (P&PD) Customer Survey Questionnaire (CSQ), to identify problem areas, and to recommend corrective action wherever applicable. For the purpose of simplicity, this report will attempt to present the analysis results, as much as possible, in narrative form. However, because most of the analysis is based on the computerized statistical printouts as processed by the Research Branch, Psychological Services Division, OMS (RB/PSD/OMS), it is inevitable that a certain amount of reference to numerical statistics will be necessary.

2. Background

The idea of an Agency-wide survey of P&PD customers grew out of a suggestion of one of the Quality Circle (QC) Facilitators during a P&PD QC Steering Committee meeting. A lot of thought and effort went into the content of the questionnaire, particularly in the wording of the questions and the inclusion of all facets of P&PD products and services. Nevertheless, in retrospect, there are things that probably could have been done better/easier/simpler. The distribution of surveys was accomplished by keying on the word 'Division' in the Organizational Directory of the Agency's Telephone Book. Anywhere 'Division' occurred, a brief explanatory memo and at least five (5) individual survey forms were sent to the Division address. In addition, several P&PD customers without the 'Division' designation were also asked to participate in the survey. A total of 192 survey responses were received from the 864 individual surveys mailed out. This is a response rate of 22%.

3. Format

This report will address total responses on a question-by-question basis with comments and recommendations as applicable. Individual Directorate responses will only be addressed when related to specific problem areas. Attachment A provides a question-by-question breakdown by respondent.

It has been arbitrarily decided that negative-type responses totaling 10% or less of the responding population will be considered acceptable, and not require further investigation as to the customer's reasons for their choice of response; except in those cases where a narrative comment is provided.

4. Findings

Question 1: Do you utilize P&PD's Planning and Scheduling units (Printing, Rm. 154...Photography, Rm. G-65) for submitting a job for production?

Response: Yes - 112 (59.9%)
No - 75 (40.1%)
Total Replies - 187
Missing Replies - 5

Comment: There is no clear explanation as to why 40% of P&PD's customers do not use this service. Many, whose work tends to be repetitive, such as Office of Personnel (mostly forms) and some photography customers, rely upon the Agency's mail and courier services to get jobs to and from P&PD, and never need to touch base with Planning and Scheduling because the requirements remain constant. However, both Planning and Scheduling units see every job that comes into the Division except those jobs going directly to B&RC, COM Center, and D&PC.

Recommendation: With the exception of an explanation of this P&PD service in a proposed handbook, no further action is recommended.

Question 2: If you answered 'Yes' above, does P&PD's Planning and Scheduling functions provide advice and guidance?

Response: Never - 1 (0.9%)
Seldom - 7 (6.2%)
Sometimes - 30 (26.5%)
Frequently - 41 (36.3%)
Always - 34 (30.1%)
Total Replies - 113
Missing Replies - 79

Comment: The OP was the sole respondent to the NEVER choice. The SELDOM choice was selected by respondents from DDI-SOVA, -OGI and -OSWR; DDA-ODP, and -OMS; and DDS&T-NPIC. These respondents total only 8 out of 113, or 7.1%.

Recommendation: No further action necessary.

Question 3: Are P&PD personnel courteous and helpful?

Response: Never - 0 (0%)
Seldom - 0 (0%)
Sometimes - 7 (4.2%)
Frequently - 67 (40.1%)
Always - 93 (55.7%)
Total Replies - 167
Missing Replies - 25

Comment: With 95.8% responding favorably, there is little more to be said re this question.

Recommendation: The SOMETIMES response falls well within the acceptable limits of 10%, thus requires no further action. However, since P&PD is a service organization, management will constantly stress the need for all employees to be service-oriented at all times to all customers.

Question 4: Is there any type of printing, photographic, copying, or graphics support that P&PD does not currently provide that you or your component would like to have provided?

Response: Yes - 19 (10.7%)
No - 158 (89.3%)
Total Replies - 177
Missing Replies - 15

Comment: Overall, response to this question appears to be a strong endorsement of the customer support that P&PD is currently offering. In fact, the 19 respondents (10.7%) just barely exceeds the 10% factor for further action. Those responses are treated in Question 5.

Recommendation: See Question 5.

Question 5: If you answered "Yes" above, what are your projected annual requirements for the support specified above?

Response: This question is an adjunct to Question 4 above. As stated, there were 19 affirmative responses. The complete response, identified by Office and Directorate, is covered on pages 3-5 of Attachment A. A summary of responses is as follows:

- a. Video concerns - 5
- b. Design and graphics services - 3
- c. Color xeroxing - 2
- d. Lack of knowledge of overall P&PD support/service - 1
- e. Graphics enhancements (enlarging, large size copying) - 1
- f. Increased customer support for ETECS planning and formatting - 2
- g. Automated page makeup - 1
- h. Wire binding for map books - 1
- i. B&RC bi-weekly support - 1
- j. Remotely sensed image color rectification and mosaic ability - 1
- k. Speciality forms, certificates requirements - 2

Comment: It is interesting that video concerns outnumbered all others (5 of 19). This function falls under the Motion Picture/TV Center (MP/TVC), Photography Branch, and is the fastest growing support requirement confronting P&PD, particularly since assuming total responsibility for the Headquarters Auditorium and Room 1A07, Hqs. The other areas mentioned by the respondents may, in some cases, just be a lack of knowledge of P&PD capabilities.

Recommendation: Video concerns are well known and the Division is directing resources towards this type of requirement. Other areas need to be addressed through better communications to customers of P&PD services/support; ie, a handbook/notice of P&PD products and services.

Question 6: Are the services that are offered by P&PD completed in a timely manner so that you can meet your requirements?

Response: Never - 0 (0%)
Seldom - 0 (0%)
Sometimes - 27 (14.8%)
Frequently - 83 (45.6%)
Always - 72 (39.6%)
Total Replies - 182
Missing Replies - 10

Comment: The SOMETIMES response was cited by 27 customers, 13 of whom were in the DDI. This is a 14.8% response rate compared to a combined rate of 85.2% for FREQUENTLY and ALWAYS (83 and 72 respectively). This response is not necessarily negative, but it does indicate that there have been times when complete customer satisfaction was not achieved, particularly by DDI customers. The source of dissatisfaction may be as simple as a missed due date by P&PD, or because of constantly changing DDI priorities. Division management will look at this situation more closely to determine further action. It should also be considered that missed due dates are a way of life in this business, particularly since P&PD has only so many resources to cope with vastly fluctuating Agency requirements over which the Division has little or no control.

Recommendation: That P&PD management and production branches continue to strive to meet every due date, but nevertheless recognize that total perfection is not always attainable in a dynamic service environment. Division personnel will inform customers when it is known that a deadline/due date is going to be missed by 24 or more hours. With the implementation of the new MIS, selected customers will have direct query capability which should be helpful in resolving potential problem areas.

Response:	<u>Not Applicable</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Total Replies</u>	<u>Missing Replies</u>
PRINTING							
Composition/typesetting	41	0	5	38	63	147	45
Printing	25	0	4	52	79	160	32
Bindery (End product finishing operations)	36	1	1	41	70	149	43
Copying and Binding (GJ-56 Hqs.)	36	1	8	55	52	152	40
PHOTOGRAPHY							
Color Processing	33	2	10	45	52	142	50
Black & White Processing	35	4	9	41	52	141	52
Motion Pictures	85	0	1	6	9	101	91
Teleproduction (Videotaping)	84	0	1	8	11	104	88
Video Replication	80	0	3	8	13	104	88
Multi-media Shows	86	0	1	7	6	100	92
Microfilming	80	0	3	20	5	108	84
COM (Computer Output Microfilm)	85	0	3	9	9	106	86
Graphics & Design, including Computer Graphics	51	0	3	32	35	121	71

Comment: The first comment is that this question is a good example of how we might have done things differently. For example, the NOT APPLICABLE category serves no useful purpose as a response choice, but because so many respondents chose this answer it detracts from the significance of the TOTAL REPLIES (particularly in the MP/TVC responsibilities). The result is a smaller responding population upon which to base a meaningful analysis. However, in the areas of Color Processing and Black and White Processing, there were POOR responses of approximately 1.5% and 3.0% respectively. These same components also registered the highest FAIR responses, 10 (7.0%) and 9 (6.4%). In addition, the Copying and Binding component also received 8 of 152 (5.3%) FAIR responses and 1 (0.6%) POOR response. These areas should be studied further to determine the source of dissatisfaction and take corrective action.

Recommendation: That respondents referenced immediately above be contacted to further discuss the reasons for their response, and to provide insight to P&PD management for corrective action to improve the customer's satisfaction with P&PD products.

Question 7: P&PD uses the following three definitions in handling customer requirements:

Deadline: Top Priority. Absolutely must be completed by the time and date requested. Usually an overnight or next day priority.

Specified Date: Must be completed by the date requested.

Routine: Will try to meet the requested date if possible. Job will be worked on a "'time available'" basis.

(a) Given these definitions, what percent of your work falls into these categories?

Response:	<u>% of Work</u>	<u>Deadline Responses</u>	<u>Specified Date Responses</u>	<u>Routine Responses</u>
0-25		68 (60.9%)	42 (27.0%)	66 (50.75)
26-50		14 (12.6%)	33 (21.0%)	22 (16.9%)
51-75		10 (9.0%)	20 (12.7%)	18 (13.8%)
76-100		<u>20 (17.9%)</u>	<u>61 (39.1%)</u>	<u>24 (18.5%)</u>
Totals		112 (100.4%)	156 (99.8%)	130 (99.9%)
Missing		80	36	62

Comment: The most significant figures in the above statistical summary show that:

- (a) Most customers, 68 or 60.9%, have up to 25% of their work fall into the Deadline category; but only 20 (17.9%) customers have between 76-100% of their work in the same category.
- (b) In the Specified Date category, the trend reverses in that 61, or 39.1%, respondents have most (76-100%) of their work due by a specific date; while 42, or 27.0%, have up to 25% of their work in this category.
- (c) Most respondents, 66 or 50.7%, have up to 25% of their work fall into the Routine category; with the remaining respondents, 64 or 49.2%, are pretty evenly distributed throughout the remaining distribution of percentages.

Recommendation: The statistics provide an interesting picture of the distribution of work load requirements related to due date requirements, and should be used to provide P&PD with additional insight for planning purposes.

Question 8: Are the products being produced by P&PD of acceptable quality? (Please circle your choice next to each product as applicable.)

Question 9: How often do you use P&PD services?

Response: Daily 28 (15.2%)
 Weekly 52 (28.3%)
 Monthly 35 (19.0%)
 Quarterly 32 (17.4%)
 Semi-annually 6 (3.3%)
 Other 26 (14.1%)
 Total Replies 184
 Missing Replies 8

Comment: The statistics are self-explanatory. Of 184 respondents, 80 (43.5%) use P&PD daily or weekly; another 35 (19.0%) use P&PD monthly; and another 32 (17.4%) use P&PD at least quarterly. Overall, 147 (79.9%) use the Division's services in the daily to quarterly categories.

Recommendation: None

Question 10: Overall, what is your impression of P&PD support in terms of: (Please indicate your choice next to each category)

Response:

	Not Applicable	Poor	Fair	Good	Excellent	Total Replies	Missing Replies
Responsiveness (timeliness)	2	2	18	93	65	180	12
Quality of Product	1	5	10	87	74	177	15
Professional Assistance	8	1	13	83	68	173	19
Initiative/Voluntary Helpfulness	11	1	31	78	53	174	18
Courtesy	5	0	12	74	87	178	14
Concern for Customer's Needs	3	1	18	90	65	177	15

Comment: There are some very impressive statistics in the GOOD and EXCELLENT categories, and the Division should be quite proud of these customer opinions. In every category except Initiative/Voluntary Helpfulness, the positive responses (GOOD or Excellent) far outweighed any critical response. However, in an effort to provide the best possible service, the respondents choosing FAIR will be contacted to determine the basis of their choice. It may be a case of a simple one-time occurrence which has biased the objectivity of the response; or it may be symptomatic of a deeper problem.

Recommendation: That every effort be made to communicate with the respondent, determine the basis of the response, and take corrective action to provide a level of employee service commensurate with customer expectations. In this respect, P&PD management will define what is expected; and P&PD managers and supervisors will be accountable for proper employee dealings with customers and intervene in any issues to satisfactorily resolve problems.

Question 11: Form 70 is the basic requisition used to obtain P&PD services. There are four versions of this form, plus Form 3487 for COM (Computer Output Microfilm) services.

Form 70 P&PD Printing Requisition
 Form 70B P&PD Cartography Requestion
 Form 70C P&PD Photography Requisition
 Form 70D Bindery and Reprographic Center.
 (GJ-56 Hqs.)
 Form 3487 COM Requisition

(a) Which form(s) do you use? (Circle) 70 70B 70C 70D 3487

(b) Is it easy to fill out?

	Yes	NO	Total Replies	Missing Replies
Form 70	107 (94.4%)	6 (5.3%)	113	79
Form 70B	30 (90.9%)	2 (6.1%)	33	159
Form 70C	83 (95.5%)	4 (4.5%)	89	103
Form 70D	50 (89.3%)	5 (8.9%)	56	136
Form 3487	12 (66.7%)	5 (27.8%)	18	174

(c) What, if anything, don't you understand on the form?
 (Please specify)

Comments: Verbatim examples of respondent's comments are on pages 13-14 of Attachment A. Basically the problems center around the form being too complex and technical to fill out without P&PD assistance, and customers not understanding the terminology of the printing or photo services.

Recommendation: This question again surfaces the need for improved P&PD/customer communications. A handbook would fill some of this void, and employee initiative to educate and/or assist customers would also improve this problem area. Form 70C has recently been redesigned and is currently undergoing a customer test. Other P&PD forms will be reviewed to determine if they are up-to-date re reproduction processes, procedures, equipment capabilities, and customer convenience re filling out the form.

Question 12: What do you think can be done to enhance throughput time?

Response: There were only 28 individual responses to this question. They are contained on pages 15-20 of Attachment A.

Comment: The primary response concerned lack of P&PD notification to customers re due dates that were going to be missed. One response stated that a longer throughput time that could realistically be met is more acceptable than a promised quick turn-around that can't be met. Several responses suggested better planning by the customer. Better understanding of the customer's desires by P&PD planners was also suggested. More personnel was a popular response. There were several responses suggesting improved processing and procedures in the following areas: autofiche, video editing, color photography, dylux preparation, quality control of covers, fewer ETECS correction cycles, courier services, return of material to customers. Finally, one customer did remark about having to go to different P&PD components for different requirements instead of a centralized job control location.

Recommendation: That P&PD management stress the need for responsible Division personnel to inform customers of obvious deadline problems and negotiate acceptable rescheduling. The Division needs to take a look at the planning, scheduling, and estimating functions in order to facilitate more acceptable customer relations. In the near future, some selected customers will have direct MIS query access re job schedules and status, and this will no doubt be mutually beneficial. Other responses mentioned areas in which the Division is constantly looking at methods and ways of improving production.

Question 13: Are your jobs packaged and received in good condition?

Response: Never	0
Seldom	0
Sometimes	5 (3.1%)
Frequently	45 (28.1%)
Always	110 (68.8%)
Total Replies	160
Missing Replies	NA

Comment: There is little to be said re this question; 96.9% of the responses indicated satisfactory service.

Recommendation: None.

Question 14: If you are a customer who uses mailing lists, are they kept current by P&PD?

Response: Never	21 (61.8%)
Seldom	1 (2.9%)
Sometimes	1 (2.9%)
Frequently	4 (11.8%)
Always	7 (20.6%)
Total Replies	34
Missing Replies	158

Comment: With such a high negative response, this question would appear to warrant further investigation. However, it appears that a significant number interpreted the question as to whether they maintain their own lists.

Recommendation: None.

Question 15: Are you aware of the four-times-a-day "Gray Box" service between the Main Printing Plant and the Bindery and Reprographic Center (GJ-56 Hqs.)?

Response: Yes	57 (32.8%)
No	117 (67.2%)
Total Replies	174
Missing Replies	18

Comment: In retrospect this question probably serves no useful purpose. The "Gray Box" is a P&PD-internal delivery system, basically for the purpose of sending jobs between Headquarters and the Printing and Photography Building. It is supported by the Mail and Courier Branch (M&CB), LSD for the convenience of P&PD work. It is not intended to be in competition with the M&CB.

Recommendation: None.

Question 16: If you answered "Yes" above, how often do you use this service?

Response: Seldom	14 (25.9%)
Sometimes	12 (22.2%)
Frequently	18 (33.3%)
Always	10 (18.5%)
Total Replies	54
Missing Replies	138

Comment: See Comments to Question 15 above.

Recommendation: Same as Question 15 above.

Question 17: Is your contact with P&PD usually in person, via phone, or via mail?

Response: Person 62 (38.5%)
Phone 53 (32.9%)
Mail 46 (28.6%)
Total Replies 161
Missing Replies 31

Comment: What is significant is that nearly 40% of P&PD's customers have personal contact with Division personnel, while a slightly smaller percentage have telephone contact with P&PD personnel. The type of service the customer receives can leave a lasting impression of P&PD personnel and capabilities. Based on the customer responses to survey question number 3 on courtesy and helpfulness, which showed a combined positive response rate of 95.8%, there appears to be no problem in the area of customer impressions of P&PD personnel.

Recommendation: That employees constantly strive to put their best effort forward, and that P&PD management and supervision provide the necessary leadership, example, and motivation to promote a first-class service organization.

Question 18: Do you have any problems in checking the status of your jobs in P&PD?

Response: No 165 (91.2%)
Yes 16 (8.8%)
Total Replies 181
Missing Replies 11

Comment: Although there were 16 respondents indicating some problems with checking the status of their jobs, there were 18 individual replies addressing the issue. They are all stated verbatim on pages 21-24 of Attachment A. Basically, the comments fall into the following areas: the 'MIS is down!' excuse; phone calls are not returned; wrong or unknown due dates; and nobody in P&PD knows the status.

Recommendation: The current MIS has been a problem. The new MIS will have increased capability which will allow all planners to track or locate a job anywhere in P&PD. An additional capability will allow major customers to also query the MIS for production tracking information. This enhancement should alleviate the complaints re due date changes and delays, provide both P&PD and major customers with improved status information, and reduce or eliminate the problems re returned phone calls.

Question 19: Are your jobs disseminated per instructions?

Response: Never 1 (0.6%)
 Seldom 0
 Sometimes 3 (1.9%)
 Frequently 57 (35.8%)
 Always 98 (61.6%)
 Total Replies 159
 Missing Replies 33

Comment: Basically, P&PD received good marks on this question. Only 2.5% responded negatively (NEVER or SOMETIMES). Since this is well within the 10% acceptability margin, no further action is required.

Recommendation: None

Question 20: Which is more important to you, Timeliness or Quality?

Response: Timeliness 47 (31.1%)
 Quality 104 (68.9%)
 Total Replies 151
 Missing Replies 41

Comment: This was an interesting question, with an even more interesting response. In fact, the response favoring QUALITY by more than a 2:1 ratio was most surprising, particularly in view of the seemingly endless customer queries re job status and due dates. However, it does provide an interesting insight to the requirements levied upon the Division, and reinforces the need for proper training of personnel, employee responsibilities for quality products, and adequate equipment to respond accordingly.

Recommendation: See next question

Question 21: Recognizing that short deadlines may inhibit top quality, indicate your willingness to accept this tradeoff. (Circle one)

Response: Willing 45 (24.9%)
 May Be Willing 101 (55.8%)
 Not Willing 35 (19.3%)
 Total Replies 181
 Missing Replies 11

Comment: While approximately 70% of the respondents to Question 20 stated that QUALITY was their primary concern, here we find that 146, or 80.7%, indicate a willingness to possibly compromise. The thought occurs that through tactful discretion the Planners might help solve some of the problems concerning missed duedates. For example, customers may not realize that there may be alternatives to their concerns for

realize that there may be alternatives to their concerns for done,' or, 'I didn't know it could be done differently.'

The response to Questions 20 and 21 may also be interpreted as being somewhat contradictory in that QUALITY was such an overriding issue that inflexibility is implied; yet, an even greater number of respondents indicated a willingness to 'negotiate' quality for meeting short deadlines. It is therefore difficult to reach a conclusive judgement.

Recommendation: This recommendation is intended for both questions, and simply says that P&PD management and supervision continue to stress the need for quality, as well as timeliness.

Question 22: What are your long range plans/requirements for printing and photography support?

- (a) ___ Increase...(Specify percent of increase if possible) ___%
- (b) ___ Decrease...(Specify percent of decrease if possible) ___%
- (c) ___ Same as FY-82/83
- (d) ___ New Requirements...(Specify) _____
- (e) ___ Unknown

Response:

- (a) Increase - 55* (137 no response)
 - 0-25% of increase - 36 (80.1%)
 - 26-50% of increase - 7 (15.5%)
 - 51-75% of increase - 0
 - 76-100% of increase - 2 (4.4%)
- (b) Decrease - 2* (192 no response)
 - 0-25% of decrease - 0
 - 26-50% of decrease - 1 (100%)
 - 51-75% of decrease - 0
 - 76 - 100% of decrease - 0
- * Some respondents did not indicate percent of increase/decrease.
- (c) Same As FY-82/83 - 94 (98 no response)
- (d) New Requirements - 17 (185 no response)
- (e) Unknown - 31

Comment: There is not much to be discussed about these results, as a more definite breakdown of the overall response to Question 22 is contained in Question 23.

Recommendation: See Question 23

Question 23: If (a) (b) or (c) was checked above, please check the category of work and circle the appropriate response.

Response :	Increase	Decrease	Same as 82-83	Replies	Missing Replies
Composition/typesetting	15	4	24	43	149
Printing	40	2	50	92	100
Bindery Services	22	2	29	53	139
Copying (GJ-56)	16	3	40	59	133
Color Processing	19	2	36	57	135
Black & White Processing	17	2	29	48	144
Motion Picture	2	1	6	9	183
Teleproduction (Videotaping)	4	0	7	11	181
Video Replication	10	0	8	18	174
Multi-Media Production	2	0	3	5	187
Microfilming	6	0	9	15	177
COM	3	0	8	11	181
Graphics & Design Services	23	0	24	47	145
Other	4	0	4	8	184

Responses to (d) (New Requirements) are specified verbatim on pages 26-28 in Attachment A. Responses range from simple requirements such as printing names on QSI certificates (OP/Info Div) and additional 'PR' such as posters, bulletins, slides for briefings (DDA/OP/BSD) to more demanding requirements such as overnight bio's (OCR/ISG) and up to 800,000 additional photo prints, 1 each from existing neg (NPIC/RSD).

There were 31 responses to the final choice (e) UNKNOWN.

Comment: The data above is pretty much self-explanatory. At this point, further commentary would require additional information from customers as to specific plans and/or projections.

Recommendation: Significant customer projections/requirements will be investigated by P&PD to ascertain their relevancy to management and production plans.

Question 24: What type, if any, of computer graphics output support do you require?

Response:

35mm slides	33 replies	159 no replies
Vugraphs	54 replies	138 no replies
16mm Movies	6 replies	186 no replies
Color Prints	26 replies	166 no replies
B&W Prints	17 replies	175 no replies
Videotape	11 replies	181 no replies

Comment: In all of the above categories, the DDA responses totaled the highest number and percent of individual responses than any of the other Directorates. This could indicate that DDA is more aware of the P&PD resources available, or it could indicate that throughout the DDA there are more valid requirements and projects. Obviously, the reader may see other indications from this data.

Recommendation: The responses certainly indicate an increased awareness of the capabilities of computer graphics and the intention of using this resource. All of which points to a need for P&PD to properly respond to indicated customer projections.

Question 25: Would a handbook of basic products, sizes, and costs be helpful in determining requests?

Response:

Yes - 129
No - 27
Don't Know - 23
Total Replies - 179
Missing Replies - 13

Comment: The figures speak for themselves.

Recommendation: That P&PD undertake this job. Obviously, since the Division hasn't done anything like this before, it should be well planned as to content, size, format, technical level, ability to update easily, etc.

5. Summary Recommendations

1. To ensure that customers receive a copy of requisition with promised due date, and if a change occurs, that customer receives an update.
2. All responses indicating poor quality products and support will be thoroughly investigated (Q. 8 and 10).
3. To provide electronic access to the P&PD MIS for major customers for job status checking (Q. 18).
4. P&PD will explore projected new requirements of customers to ensure our capability to respond satisfactorily (Q. 23).
5. P&PD will create a Handbook of Products and Services (Q. 24).
6. P&PD will periodically insert customer surveys into selected publications.

P&PD Customer Survey Questionnaire Results
(192 Questionnaires Submitted)

23. If (a)-(b) or (c) was checked above, please check the category of work and circle the appropriate response.

(a) <input type="checkbox"/> Composition/typesetting	Increase	Decrease	Same as 82-83
(b) <input type="checkbox"/> Printing	Increase	Decrease	Same as 82-83
(c) <input type="checkbox"/> Bindery services	Increase	Decrease	Same as 82-83
(d) <input type="checkbox"/> Copying (GJ-56)	Increase	Decrease	Same as 82-83
(e) <input type="checkbox"/> Color Processing	Increase	Decrease	Same as 82-83
(f) <input type="checkbox"/> Black & White Processing	Increase	Decrease	Same as 82-83
(g) <input type="checkbox"/> Motion Picture	Increase	Decrease	Same as 82-83
(h) <input type="checkbox"/> Teleproduction (Videotaping)	Increase	Decrease	Same as 82-83
(i) <input type="checkbox"/> Video Replication	Increase	Decrease	Same as 82-83
(j) <input type="checkbox"/> Multi-Media Production	Increase	Decrease	Same as 82-83
(k) <input type="checkbox"/> Microfilming	Increase	Decrease	Same as 82-83
(l) <input type="checkbox"/> COM	Increase	Decrease	Same as 82-83
(m) <input type="checkbox"/> Graphics and Design Services	Increase	Decrease	Same as 82-83
(n) <input type="checkbox"/> Other	Increase	Decrease	Same as 82-83

24. What type, if any, of computer graphics output support do you require?

<input type="checkbox"/> 35mm slides	(Estimated Projected Annual Volume)
<input type="checkbox"/> Vugraphs	_____
<input type="checkbox"/> 16mm Movies	_____
<input type="checkbox"/> Color Prints	_____
<input type="checkbox"/> Black & White Prints	_____
<input type="checkbox"/> Videotape	_____

25. Would a handbook of basic products, sizes and costs be helpful in determining requests?

- Yes No Don't Know

(c) What, if anything, don't you understand on the form? (Please specify)

Form _____ Remarks _____

Form _____ Remarks _____

Form _____ Remarks _____

12. What do you think can be done to enhance throughput time?

13. Are your jobs packaged and received in good condition? (Circle One)

Never Seldom Sometimes Frequently Always

14. If you are a customer who uses mailing lists, are they kept current by P&PD? (Circle One)

Never Seldom Sometimes Frequently Always

15. Are you aware of the four-times-a-day "Gray Box" service between the Main Printing Plant and the Bindery and Reprographics Center (GJ-56 Hqs.)?

Yes No

16. If you answered "Yes" above, how often do you use this service? (Circle One)

Seldom Sometimes Frequently Always

17. Is your contact with P&PD usually in person, via phone, or via mail? (Circle one)

18. Do you have any problems in checking the status of your jobs in P&PD?

No

Yes (Please Specify) _____

19. Are your jobs disseminated per instructions? (Circle One)

Never Seldom Sometimes Frequently Always

20. Which is more important to you, Timeliness or Quality? (Circle One)

21. Recognizing that short deadlines may inhibit top quality, indicate your willingness to accept this tradeoff. (Circle One)

Willing May Be Willing Not Willing

22. What are your long range plans/requirements for printing and photography support?

- (a) Increase (Specify percent of increase if possible) _____%
- (b) Decrease (Specify percent of decrease if possible) _____%
- (c) Same as FY-82/83
- (d) New Requirements (Specify) _____

(e) Unknown

8. Are the products being produced by P&PD of acceptable quality? (Please circle your choice next to each product as applicable.)

PRINTING

Composition/typesetting	Not Applicable	Poor	Fair	Good	Excellent
Printing	Not Applicable	Poor	Fair	Good	Excellent
Bindery (End product finishing operations)	Not Applicable	Poor	Fair	Good	Excellent
Copying and Binding (GJ-56 Hqs.)	Not Applicable	Poor	Fair	Good	Excellent

PHOTOGRAPHY

Color Processing	Not Applicable	Poor	Fair	Good	Excellent
Black & White Processing	Not Applicable	Poor	Fair	Good	Excellent
Motion Pictures	Not Applicable	Poor	Fair	Good	Excellent
Teleproduction (Videotaping)	Not Applicable	Poor	Fair	Good	Excellent
Video Replication	Not Applicable	Poor	Fair	Good	Excellent
Multi-media Shows	Not Applicable	Poor	Fair	Good	Excellent
Microfilming	Not Applicable	Poor	Fair	Good	Excellent
COM (Computer Output Microfilm)	Not Applicable	Poor	Fair	Good	Excellent
Graphics and Design, including Computer Graphics	Not Applicable	Poor	Fair	Good	Excellent

9. How often do you use P&PD services? (Check one)

<input type="checkbox"/> Daily	<input type="checkbox"/> Semi-annually
<input type="checkbox"/> Weekly	<input type="checkbox"/> Annually
<input type="checkbox"/> Monthly	<input type="checkbox"/> Other (Please Explain) _____
<input type="checkbox"/> Quarterly	_____

10. Overall, what is your impression of P&PD support in terms of: (Please indicate your choice next to each category.)

Responsiveness (timelines)	Not Applicable	Poor	Fair	Good	Excellent
Quality of Product	Not Applicable	Poor	Fair	Good	Excellent
Professional Assistance	Not Applicable	Poor	Fair	Good	Excellent
Initiative/Voluntary helpfulness	Not Applicable	Poor	Fair	Good	Excellent
Courtesy	Not Applicable	Poor	Fair	Good	Excellent
Concern for customer's needs	Not Applicable	Poor	Fair	Good	Excellent

11. Form 70 is the basic requisition used to obtain P&PD services. There are four versions of this form, plus Form 3487 for COM (Computer Output Microfilm) services.

- Form 70 P&PD Printing Requisition
- Form 70B P&PD Cartography Requisition
- Form 70C P&PD Photographic Requisition
- Form 70D Bindery and Reprographics Center (GJ-56 Hqs.)
- Form 3487 COM Requisition

(a) Which form(s) do you use? (Circle) 70 70B 70C 70D 3487

(b) Is it easy to fill out?	Yes	No
Form 70	_____	_____
Form 70B	_____	_____
Form 70C	_____	_____
Form 70D	_____	_____
Form 3487	_____	_____

P&PD CUSTOMER SURVEY QUESTIONNAIRE

OFFICE _____ DIVISION _____

Please explain your job relationship to P&PD (i.e., Publications Coordinator, Designer, TV Production, Etc.)

1. Do you utilize P&PD's Planning and Scheduling units (Printing, Rm. 154 Photography, Rm. G-65) for submitting a job for production?

Yes No

2. If you answered "Yes" above, does P&PD's Planning and Scheduling functions provide advice and guidance? (Circle one)

Never Seldom Sometimes Frequently Always

3. Are P&PD personnel courteous and helpful? (Circle one)

Never Seldom Sometimes Frequently Always

4. Is there any type of printing, photographic, copying, or graphics support that P&PD does not currently provide that you or your component would like to have provided?

Yes (Specify) _____

No _____

5. If you answered "Yes" above, what are your projected annual requirements for the support specified above? _____

6. Are the services that are offered by P&PD completed in a timely manner so that you can meet your requirements? (Circle one)

Never Seldom Sometimes Frequently Always

7. P&PD uses the following three definitions in handling customer requirements:

DEADLINE: Top Priority. Absolutely must be completed by the time and date requested. Usually an overnight or next day priority.

SPECIFIED DATE: Must be completed by the date requested.

ROUTINE: Will try to meet the requested date if possible. Job will be worked on a "time available" basis.

(a) Given these definitions, what percent of your work falls into these categories?

DEADLINE _____% SPECIFIED DATE _____% ROUTINE _____%

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**P&PD Customer Survey Questionnaire Results
(192 Questionnaires Submitted)**

1. Do you utilize P&PD's Planning and Scheduling Units?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
YES	No	30	41	11	16	14	11.2
	Pct.	63.8	56.2	52.4	57.1	77.8	59.9
NO	No	17	32	10	12	4	75
	Pct.	36.2	43.8	47.6	42.9	22.2	40.1

2. Does P&PD's P&S functions provide advice and guidance?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No					1	1
	Pct.					7.1	0.9
Seldom	No	2	3		1	1	7
	Pct.	6.7	7.5		5.6	7.1	6.2
Sometimes	No	8	10	2	7	3	30
	Pct.	26.7	25.0	18.2	38.9	21.4	26.5
Frequently	No	11	19	2	7	2	41
	Pct.	36.7	47.5	18.2	38.9	14.3	36.3
Always	No	9	8	7	3	7	34
	Pct.	30.0	20.0	63.6	16.7	50.0	30.1

3. Are P&PD Personnel courteous and helpful?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No						
	Pct.						
Seldom	No						
	Pct.						
Sometimes	No		4	1		2	7
	Pct.		6.9	5.0		11.1	4.2
Frequently	No	16	31	5	11	6	67
	Pct.	36.4	53.4	15.0	40.7	33.3	40.0
Always	No	28	25	16	16	10	95
	Pct.	63.6	39.7	80.0	59.3	55.6	55.7

4. Is there any type of printing, photographic, copying, or graphics support that P&PD does not currently provide that you or your component would like to have provided?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
YES	No	4	8	2	5		19
	Pct.	9.1	11.4	10.0	20.0		10.7
NO	No	40	62	18	20	18	158
	Pct.	90.9	88.6	90.0	80.0	100.0	89.3

6. Are the services that are offered by P&PD completed in a timely manner so that you can meet your requirements?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No						
	Pct.						
Seldom	No						
	Pct.						
Sometimes	No	4	13	1	5	4	27
	Pct.	8.9	18.6	4.8	17.9	22.2	14.8
Frequently	No	21	38	6	14	4	83
	Pct.	46.7	54.3	28.6	50.0	22.2	45.6
Always	No	20	19	14	9	10	72
	Pct.	44.4	27.1	66.7	32.1	55.6	39.6

7. What percent of work falls into the specified categories?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Deadline	No	22	52	10	17	11	112
	Pct.	19.6	46.4	8.9	15.2	9.8	99.9
Specified Date	No	39	62	16	25	14	156
	Pct.	25.0	39.7	10.3	16.0	9.0	100.0
Routine	No	35	51	11	20	13	130
	Pct.	26.9	39.2	8.5	15.4	10.0	100.0

5. Requirements not currently being supported by P&PD.

<u>DIR/COMP</u>	<u>Comments</u>
<u>DDST/OSO/PSD</u>	<u>Capability to develop 16mm movie film created on the Dicomed. Currently in the testing phase.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OSO/APD</u>	<u>Copy videotapes, change videotapes to different format. 4 to 6 a year.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>FBIS/ELAAD</u>	<u>Stronger graphics design unit that can provide quicker, more in-depth attention to individual design requests, and with imagination. 1 to 2 publication covers or formats per year.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OD&E/Graphics</u>	<u>24 hour color Xerox Service by mail.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>FBIS/L&RB</u>	<u>We would appreciate some sort of briefing on what overall service/support P&PD can provide. Our understanding is limited.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OSO/AOD</u>	<u>Color Xerox. Pre classified bond paper. Color Xerox 500 copies per year. Pre-classified bond paper 20 packs per year.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OGI/SRD</u>	<u>Enlarge graphics on Mylar-type (transparent) material. Computerize the existing large format Xerox. 50 to 100 maps, charts, diagrams - 2 to 3 copies each, on an enlarging reproduction device.</u>

5. Requirements not currently being supported by P&PD.

<u>DIR/COMP</u>	<u>Comments</u>
<u>DDST/CCR/LSD</u>	<u>Replication of foreign standard videotapes,</u> <u>400 3/4" videotapes.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>DDI/OCPAS/CDG</u>	<u>Remotely sensed image color rectification,</u> <u>and mosaic producing ability.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OGI/SRD</u>	<u>Automated page make-up.</u> <u>About 3+ papers per month.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>CPAS/CDG</u>	<u>Wire binding for map books.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OCR/USSR/SCI</u>	<u>Increased customer support for ETECS</u> <u>formatting.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OSWR/WSSIC</u>	<u>Graphic support.</u> <u>25-50 graphics prepared for printing in reports.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OCR/Map Services</u>	<u>Bi-weekly copying, collating & sorting of</u> <u>25 copies of 20-30 letters averaging 3 pages</u> <u>per letter.</u>

5. Requirements not currently being supported by P&PD.

DIR/COMP

Comments

DDA/ODP/QAD

A graphic artist at P&PD to provide artistic service; i.e. make final products from rough sketches. 5 to 10 times a year.

DIR/COMP

Comments

DDA/OIS

Speciality forms work (although highly unlikely because demand is not great enough). Same as previous years.

DIR/COMP

Comments

DDA/OMS

Conversion of European video system to American NTSC format. At least 6-10 videotapes annually to support counterterrorist training program.

DIR/COMP

Comments

DDA/ODP/ED&P

Services comparable to those provided to the DDI/Special Design Branch/Graphics Design Center; augment services provided in the ETECS area to include personnel who would assist in planning & formatting text for increasing readability and eye appeal. 6 to 8 a year.

DIR/COMP

Comments

[Redacted]

Special certificates, etc. OTS provides 3-4 items per year

STAT

DIR/COMP

Comments

[Redacted]

Improved video presentation materials. Difficult to estimate.

STAT

DIR/COMP

Comments

8. Are the products being produced by P&PD of acceptable quality?

A. Printing

(1) Composition/Typesetting

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	10	12	8	7	4	41
	Pct.	27.0	19.7	53.3	41.2	23.5	27.9
Poor	No						
	Pct.						
Fair	No	3	2				5
	Pct.	8.1	3.3				3.4
Good	No	12	19	1	3	3	38
	Pct.	32.4	31.1	6.7	17.6	17.6	25.9
Excellent	No	12	28	6	7	10	63
	Pct.	32.4	45.9	40.0	41.2	58.8	42.9

(2) Printing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	6	6	7	4	2	25
	Pct.	14.0	9.5	38.9	21.1	11.8	15.6
Poor	No						
	Pct.						
Fair	No		4				4
	Pct.		6.3				2.5
Good	No	16	26	3	4	3	52
	Pct.	37.2	41.3	16.7	21.1	17.6	32.5
Excellent	No	21	27	8	11	12	79
	Pct.	48.8	42.9	44.4	57.9	70.6	49.4

(3) Bindery (End product finishing operations)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	7	10	8	6	5	36
	Pct.	17.9	16.7	47.1	35.3	31.3	24.2
Poor	No	1					1
	Pct.	2.6					0.7
Fair	No	1					1
	Pct.	2.6					0.7
Good	No	10	21	3	3	4	41
	Pct.	25.6	35.0	17.6	17.6	25.0	27.5
Excellent	No	20	29	6	8	7	70
	Pct.	51.3	48.3	35.3	47.1	43.8	47.0

(4) Copying and Binding (GJ-56 Hqs.)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	7	11	4	8	6	36
	Pct.	18.4	18.3	22.2	44.4	33.3	23.7
Poor	No		1				1
	Pct.		1.7				0.7
Fair	No	2	5			1	8
	Pct.	5.3	8.3			5.6	5.3
Good	No	18	22	6	3	6	55
	Pct.	47.4	36.7	33.3	16.7	33.3	36.2
Excellent	No	11	21	8	7	5	52
	Pct.	28.9	35.0	44.4	38.9	27.8	34.2

B. Photography

(1) Color Processing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	9	10	3	3	8	33
	Pct.	25.0	17.9	23.1	13.6	53.3	23.2
Poor	No			1	1		2
	Pct.			7.7	4.5		1.4
Fair	No	2	5		3		10
	Pct.	5.6	8.9		13.6		7.0
Good	No	9	22	3	9	2	45
	Pct.	25.0	39.3	23.1	40.9	13.3	31.7
Excellent	No	16	19	6	6	5	52
	Pct.	44.4	33.9	46.2	27.3	33.3	36.6

(2) Black & White Processing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	13	8	3	4	7	35
	Pct.	37.1	14.8	20.0	18.2	46.7	24.8
Poor	No		1	1	2		4
	Pct.		1.9	6.7	9.1		2.8
Fair	No	1	5		3		9
	Pct.	2.9	9.3		13.6		6.4
Good	No	9	21	3	6	2	41
	Pct.	25.7	38.9	20.0	27.3	13.3	29.1
Excellent	No	12	19	8	7	6	52
	Pct.	34.3	35.2	53.3	31.8	40.0	36.9

(3) Motion Pictures

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	20	36	7	11	11	85
	Pct.	80.0	90.0	70.0	84.6	84.6	84.2
Poor	No						
	Pct.						
Fair	No		1				1
	Pct.		2.5				1.0
Good	No	3	1	1	1		6
	Pct.	12.0	2.5	10.0	7.7		5.9
Excellent	No	2	2	2	1	2	9
	Pct.	8.0	5.0	20.0	7.7	15.4	8.9

(4) Teleproduction (Videotaping)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	21	36	7	11	9	84
	Pct.	75.0	90.0	77.8	78.6	69.2	80.8
Poor	No						
	Pct.						
Fair	No		1				1
	Pct.		2.5				1.0
Good	No	4	2	1	1		8
	Pct.	14.3	5.0	11.1	7.1		7.7
Excellent	No	3	1	1	2	4	11
	Pct.	10.7	2.5	11.1	14.3	30.8	10.6

(5) Video Replication

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	18	36	7	10	9	80
	Pct.	66.7	85.7	77.8	83.3	69.2	76.9
Poor	No						
	Pct.						
Fair	No	1	1	1			3
	Pct.	3.7	2.3	11.1			2.9
Good	No	3	4		1		8
	Pct.	11.1	9.3		8.3		7.7
Excellent	No	5	2		1	4	13
	Pct.	18.5	4.7		8.3	30.8	12.5

(6) Multi-media Shows

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	19	36	9	11	11	86
	Pct.	76.0	92.3	100.0	78.6	84.6	86.0
Poor	No						
	Pct.						
Fair	No		1				1
	Pct.		2.6				1.0
Good	No	3	2		2		7
	Pct.	12.0	5.1		14.3		7.0
Excellent	No	3			1	2	6
	Pct.	12.0			7.1	15.4	6.0

(7) Microfilming

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	21	35	7	10	9	80
	Pct.	72.4	80.5	70.0	66.7	69.2	74.1
Poor	No						
	Pct.						
Fair	No		1	2			5
	Pct.		2.4	20.0			2.8
Good	No	8	4	1	5	2	20
	Pct.	27.6	9.8	10.0	33.3	15.4	18.5
Excellent	No		3			2	5
	Pct.		7.3			15.4	4.6

(8) COM (Computer Output Microfilm)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	21	35	9	11	9	85
	Pct.	75.0	85.4	81.8	84.6	69.2	80.2
Poor	No						
	Pct.						
Fair	No		2			1	3
	Pct.		4.9			7.7	2.8
Good	No	6	1	1	1		9
	Pct.	21.4	2.4	9.1	7.7		8.5
Excellent	No	1	3	1	1	3	9
	Pct.	3.6	7.3	9.1	7.7	23.1	8.5

(9) Graphics and Design, including Computer Graphics

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	14	19	6	6	6	51
	Pct.	43.8	38.0	54.5	42.9	42.9	42.1
Poor	No						
	Pct.						
Fair	No		2		1		3
	Pct.		4.0		7.1		2.5
Good	No	9	17	2	3	1	32
	Pct.	28.1	34.0	18.2	21.4	7.1	26.4
Excellent	No	9	12	3	4	7	35
	Pct.	28.1	24.0	27.3	28.6	50.0	28.9

9. How often do you use P&PD services?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Daily	No	3	21		4		28
	Pct.	6.1	30.0		14.3		15.2
Weekly	No	10	23	7	9	3	52
	Pct.	21.5	32.9	35.3	32.1	16.7	28.3
Monthly	No	11	13	7	1	3	35
	Pct.	23.4	18.6	35.3	3.6	16.7	19.0
Quarterly	No	10	8	2	9	3	32
	Pct.	21.5	11.4	9.5	32.1	16.7	17.4
Semi-Annually	No		2		3	1	6
	Pct.		2.9		10.7	5.6	3.3
Annually	No		2		1	2	5
	Pct.		2.9		3.6	11.1	2.7
Other	No	13	1	5	1	6	26
	Pct.	27.7	1.4	23.8	3.6	33.3	14.1

10. Overall, what is your impression of P&PD support in terms of:

A. Responsiveness (timeliness)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No		2				2
	Pct.		2.9				1.1
Poor	No				2		2
	Pct.				7.1		1.1
Fair	No	3	10	1	2	2	18
	Pct.	6.5	14.5	5.0	7.1	11.8	10.0
Good	No	26	39	9	15	4	93
	Pct.	56.5	56.5	45.0	53.6	23.5	51.7
Excellent	No	17	18	10	9	11	65
	Pct.	37.0	26.1	50.0	32.1	64.7	36.1

B. Quality of Product

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No		1				1
	Pct.		1.5				0.6
Poor	No		2	1	2		5
	Pct.		3.0	5.0	7.4		2.8
Fair	No	3	3		2	2	10
	Pct.	6.5	4.5		7.4	11.8	5.6
Good	No	25	37	7	12	6	87
	Pct.	54.3	55.2	35.0	44.4	35.3	49.2
Excellent	No	18	24	12	11	9	74
	Pct.	39.1	35.8	60.0	40.7	52.9	41.8

C. Professional Assistance

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	3	3		2		8
	Pct.	6.5	4.7		7.7		4.6
Poor	No				1		1
	Pct.				5.8		0.6
Fair	No	2	5	1	3	2	13
	Pct.	4.3	7.8	5.0	11.5	11.8	7.5
Good	No	27	34	9	7	6	83
	Pct.	58.7	55.1	45.0	26.9	35.3	48.0
Excellent	No	14	22	10	13	9	68
	Pct.	30.4	34.4	50.0	50.0	52.9	39.3

D. Initiative/Voluntary helpfulness

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	4	6		1		11
	Pct.	8.7	9.1		3.8		6.3
Poor	No				1		1
	Pct.				3.8		0.6
Fair	No	7	14	1	6	3	31
	Pct.	15.2	21.2	5.3	23.1	17.6	17.8
Good	No	19	33	9	9	8	78
	Pct.	41.5	50.0	47.4	34.6	47.1	44.8
Excellent	No	16	13	9	9	6	53
	Pct.	34.8	19.7	47.4	34.6	35.3	30.5

E. Courtesy

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	1	4				5
	Pct.	2.2	5.9				2.8
Poor	No						
	Pct.						
Fair	No	1	6	2	2	1	12
	Pct.	2.2	8.8	9.5	7.7	5.9	6.7
Good	No	20	33	6	8	7	74
	Pct.	43.5	48.5	28.6	30.8	41.2	41.6
Excellent	No	24	25	13	16	9	87
	Pct.	52.2	36.8	61.9	61.5	52.9	48.9

F. Concern for customer's needs

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Not Applicable	No	1	2				3
	Pct.	2.2	2.9				1.7
Poor	No		1				1
	Pct.		1.5				0.6
Fair	No	1	10	1	5	1	18
	Pct.	2.2	14.7	4.8	19.2	6.3	10.2
Good	No	25	39	9	10	7	90
	Pct.	54.5	57.4	42.9	38.5	43.8	50.8
Excellent	No	19	16	11	11	8	65
	Pct.	41.5	23.5	52.4	42.3	50.0	36.7

11. Is the form easy to fill out?

			DDA	DDI	DDO	DDS&T	DCI	TOTAL
Form 70	YES	No	36	30	14	14	13	107
		Pct.	92.3	96.8	100.0	87.5	100.0	94.7
Form 70B	NO	No	5	1		2		6
		Pct.	7.7	3.2		12.5		5.3
Form 70C	YES	No	5	24		1		30
		Pct.	83.3	100.0		50.0		90.0
Form 70D	NO	No	1			1		2
		Pct.	16.7			50.0		6.1
Form 3487	YES	No	28	21	13	17	6	85
		Pct.	96.6	95.5	92.9	94.4	100.0	95.5
Form 70D	NO	No	1	1	1	1		4
		Pct.	3.4	4.5	7.1	5.6		4.5
Form 3487	YES	No	17	15	10	4	4	50
		Pct.	100.0	83.3	100.0	66.7	80.0	89.3
Form 3487	NO	No		3		2		5
		Pct.		16.7		33.3		8.9
Form 3487	YES	No	6	2	1	1	2	12
		Pct.	85.7	40.0	100.0	50.0	66.7	66.7
Form 3487	NO	No	1	3		1		5
		Pct.	14.3	60.0		50.0		27.8

(c) What, if anything, don't you understand on the form?

DIR/COMPCommentsDDA/OIS/RMO

70 and 70C both require technical printing information that in most cases can only be completed by P&PD.

DIR/COMPCommentsODP/QAD/TS

70 - We don't know the appropriate terminology or jargon in requesting specific services.

DIR/COMPCommentsODP/QAD

70 - The bottom portion of the form is complex and not easy for the average individual to decipher. I generally turn to the professionals in Rm. 154 for completion of that part of the form.

DIR/COMP

Comments

DDA/GDP/ED/P
g CB/P

70 & 70D Previous versions of these forms
were more inclusive than current revised
versions.

DIR/COMP

Comments

OTE/AD/MPB/VAS

70 -Sections "Composition", "Map", "Press",
and Bindery".

DIR/COMP

Comments

DDS&T/NPIC/RSD

70 - Too many extraneous questions.

DIR/COMP

Comments

OSO/AOD

70C - Difficult to state form of original
to form of copy.

DIR/COMP

Comments

70C - I understand it but it seems to busy.

STAT

DIR/COMP

Comments

DIR/COMP

Comments

12. What do you think can be done to enhance throughput time?

DIR/COMP

Comments

DDA/OP/Recruit-
ment

In some instances I have negatives of the flyers I want printed. I have found in cases that the flyers were retyped (sometimes with errors) and I have to wait longer for the finished product.

DIR/COMP

Comments

DDA/OC/DND

Better planning by the requestor?

DIR/COMP

Comments

OL/NBPO

Provide one customer interface for job submittals. Don't run customers to several organizations to complete one job.

DIR/COMP

Comments

OIS/RMD

Better preparation of material by the customer before it is sent to P&PD. Time is lost trying to interpret what the customer wants. An Agency Forms Section could prepare camera ready copy negating the need for this to be done at P&PD.

DIR/COMP

Comments

OL/P&PS

Assure that everyone working on a job fully understands what is needed in an end product.

DIR/COMP

Comments

OP/P&PS/PA&E

Better estimates on lead time required and more realistic target dates for completion of the job.

DIR/COMP Comments
OP/ID/I&AB New autofiche procedure should help but we've had trouble with image clarity where numbers & letters run together, blur, etc. Photography is aware and working (?) on problem.

DIR/COMP Comments
OC/CSD/PDB P&PD must question all forms; and by doing so will lessen any confusion on the part of the customer or P&PD staffers.

DIR/COMP Comments
OMS/POD Immediate feedback upon receipt of a project by P&PD. On several occasions we weren't notified of a problem until after the deadline date, and consequently the job wasn't finished in time.

DIR/COMP Comments
ODP/ED/P & CB/P More trained P&PD personnel.

DIR/COMP Comments
DDA/OTE/AD/MPB/VAS Handling requirement block space added to requisition & explanation of terms listed.

DIR/COMP Comments
DDS&T/CCOB/OSO The throughput time may be more of a problem cause than a solution. Our photographs are taken under somewhat adverse conditions, with little time or best conditions, so the quality of processing is uppermost.

DIR/COMP Comments
FBIS/ELAAD More employees?

DIR/COMP

Comments

DDS&T/ODE/Graphics More courier runs - for faster mail processing
for outlying buildings.

DIR/COMP

Comments

NPIC/RSD

More personnel with higher morale and to
complete the renovations that have been
going on forever.

DIR/COMP

Comments

DDI/CPAS/PUBCTR

4-color press, and more compositors

DIR/COMP

Comments

CPAS/PC

Fewer etecs correction cycles

DIR/COMP

Comments

OCR/LSD/AB

It would be helpful if the date that the work is
expected to be completed was more accurate. I mind
less that a job took 3 weeks than that I was told
it would take one.

DIR/COMP

Comments

OSWR/WSSIC

Put a lot of improvement into quality control
of covers.

DIR/COMP

Comments

CPAS/CDG

More people

DIR/COMP

Comments

DDI/OCPAS/CDG

I do not understand why printed copies of maps/graphics often come back to us separately from the orig's or negs. It would seem that if all materials for a job tracked together, there would be much less confusion, lost items, and wrapping & mailing time.

DIR/COMP

Comments

OCR/SSG/LSD/LY

More people in the binding shop. If you provide the service, you should have a staff to meet the workload - maybe part-time or summer.

DIR/COMP

Comments

CPAS/CSG

Get the laser plate maker linked to Etecs. Try an IBM 6670 linked to Etecs for small jobs.

DIR/COMP

Comments

DCI/OEEO

Advance warning that deadline date will not be met.

DIR/COMP

Comments

DCI/OEEO

Given an idea of the unusually busy times so that we can plan our needs around that time. Be notified when work won't be finished on time.

DIR/COMP

Comments

DCI/ PAO

Dylux reviewed more carefully - typographical mistakes

DIR/COMP

Comments



Improved video editing equipment. In-house rapid color processors.

STAT

13. Are your jobs packaged and received in good condition?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No						
	Pct.						
Seldom	No						
	Pct.						
Sometimes	No		3		1	3	5
	Pct.		4.5		3.6	4.5	2.8
Frequently	No	10	22	5	8	22	60
	Pct.	21.7	32.8	23.8	28.6	32.8	27.8
Always	No	36	42	16	19	42	125
	Pct.	78.3	62.7	76.2	67.9	62.7	69.4

14. If you are a customer who uses mailing lists, are they kept current by P&PD?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No	6	8	2	3	2	21
	Pct.	75.0	61.5	33.3	60.0	100.0	61.8
Seldom	No				1		1
	Pct.				20.0		2.9
Sometimes	No		1				1
	Pct.		7.7				2.9
Frequently	No	1	1	2			4
	Pct.	12.5	7.7	33.3			11.8
Always	No	1	3	2	1		7
	Pct.	12.5	23.1	33.3	20.0		20.6

15. Are you aware of the four-times-a-day 'Gray Box' service between the Main Printing Plant and the Bindery and Reprographic Center (GJ-56 Hqs.)?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
YES	No	13	35	3	4	2	57
	Pct.	32.5	50.0	15.0	14.8	11.8	32.8
NO	No	27	35	17	23	15	117
	Pct.	67.5	50.0	85.0	85.2	88.2	67.2

16. If you answered 'Yes' above, how often do you use this service?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No						
	Pct.						
Seldom	No	7	5	1	1		14
	Pct.	53.8	14.3	33.3	50.0		25.9
Sometimes	No	3	7	1		1	12
	Pct.	23.1	20.0	33.3		100.0	22.2
Frequently	No	3	14	1			18
	Pct.	23.1	40.0	33.3			33.3
Always	No		9		1		10
	Pct.		25.7		50.0		18.5

17. Is your contact with P&PD ususally in person, via phone, or via mail?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Person	No	14	23	9	6	10	62
	Pct.	33.3	38.3	50.0	23.1	66.7	38.5
Via phone	No	13	23	2	11	4	53
	Pct.	31.0	38.3	11.1	42.3	26.7	32.9
Via mail	No	15	14	7	9	1	46
	Pct.	35.7	23.3	38.9	34.6	6.7	28.6

18. Do you have any problems in checking the status of your jobs in P&PD?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
YES	No	3	5	1	4	3	16
	Pct.	6.4	7.5	4.8	14.3	16.7	8.8
NO	No	44	62	20	24	15	165
	Pct.	93.6	92.5	95.2	85.7	83.3	91.2

If yes please specify:

DIR/COMP

Comments

DDA/ONS/PSD

People don't return phone calls.

<u>DIR/COMP</u>	<u>Comments</u>
<u>OP/RAD/ROB/AS</u>	<u>When jobs are only half done, we cannot be told status of unfinished part (timing, etc) by P&PD.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OC/CSD/PDB</u>	<u>Apparently, the computer is "down" more than normal; therefore, a P&PD staffer must search the rooms for a particular project to check the status.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OTE/AD/MPB/VAS</u>	<u>The 2nd copy with scheduled delivery date is not returned to me.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>DDS&T/FBIS/ELAAD</u>	<u>Nobody knows when they will be finished.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OD&E/Graphics</u>	<u>Need more planners - sometimes take a few telephone calls.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>ORD/PATG/IERD</u>	<u>Often job cannot be found when I call. The person offers to call back but it usually takes a very long time to get an answer.</u>
<u>DIR/COMP</u>	<u>Comments</u>
<u>OSO/TSD</u>	<u>Person who answered call didn't give a new (late) date for delivery as jobs were backed up too far. Eventually got the photos & vugraphs in good order but if I remember about a month late.</u>

DIR/COMP

Comments

DDI/CPAS/CDG

Often takes too long. MIS system
results often vary from reality.

DIR/COMP

Comments

CPAS/CDG

Periodic long delays in returning calls.

DIR/COMP

Comments

CPAS/PDG/NIC

Not with ETECS or GJ56, with P&PD 154. We have
a contact person which makes it easier on
P&PD but not having the close liaison, something
has been lost from our branch.

DIR/COMP

Comments

CPAS/CDG

"The computer is down" is a frequently used
excuse when trying to find a job.

DIR/COMP

Comments

CPAS/CDG

Its always in camera.

DIR/COMP

Comments

CPAS/CDG

Often do not get a return call when enquiring
about status of a job.

DIR/COMP

Comments

OCR/ISG

Not a big problem but when you get an answer that
one of the girls has gotten from the terminal,
you don't feel like you have the complete picture.

DIR/COMP

Comments

DCI/OGC/Leg.

Cannot remember details but P&PD had some trouble locating our job. This has only happened once however, and to my knowledge has at no time happened at Copy Center.

DIR/COMP

Comments

DCI/OEEO

Not being notified when work won't be finished on time.

DIR/COMP

Comments



Problems only arose when there was a shift change and I had to wait until next day to speak to person who had called me.

STAT

DIR/COMP

Comments

DIR/COMP

Comments

DIR/COMP

Comments

DIR/COMP

Comments

19. Are your jobs disseminated per instructions?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Never	No	1					1
	Pct.	2.5					0.6
Seldom	No						
	Pct.						
Sometimes	No	1	2				3
	Pct.	2.5	3.3				1.9
Frequently	No	12	24	7	8	6	57
	Pct.	30.0	40.0	36.8	33.3	37.5	35.8
Always	No	26	34	12	16	10	98
	Pct.	65.0	56.7	63.2	66.7	62.5	61.6

20. Which is more important to you, timeliness or quality?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Timeliness	No	13	19	6	4	5	47
	Pct.	31.7	36.5	31.6	16.0	35.7	31.1
Quality	No	28	33	13	21	9	104
	Pct.	68.3	63.5	68.4	84.0	64.3	68.9

21. Recognizing that short deadlines may inhibit top quality, indicate your willingness to accept this tradeoff.

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Willing	No	10	19	4	8	4	45
	Pct.	21.3	27.9	20.0	28.6	22.2	24.9
May be willing	No	29	39	15	12	8	101
	Pct.	61.7	57.4	65.0	42.9	44.4	55.8
Not willing	No	8	10	3	8	6	35
	Pct.	17.0	14.7	15.0	28.6	33.3	19.3

<u>DIR/COMP</u>	<u>Comments</u>
<u>DDS&T/CCOB/AOD</u> (OSO)	<u>Reproduction of viewgraphs for central records filing</u>
	<u>_____</u>
	<u>_____</u>

<u>DIR/COMP</u>	<u>Comments</u>
<u>FBIS/AG</u>	<u>Will soon be sending all printing requests on a Wang diskette.</u>
	<u>_____</u>
	<u>_____</u>

<u>DIR/COMP</u>	<u>Comments</u>
<u>ORD/ISR</u>	<u>Printing of Symposium notebooks (500 copies)</u>
	<u>_____</u>
	<u>_____</u>

<u>DIR/COMP</u>	<u>Comments</u>
<u>NPIC/RSD</u>	<u>If a proposed plan is approved, GPB could be ordering up to 800,000 additional prints, 1 ea. from existing negs.</u>
	<u>_____</u>
	<u>_____</u>

<u>DIR/COMP</u>	<u>Comments</u>
<u>OSO/AOD</u>	<u>Pre-frisketed photos</u>
	<u>_____</u>
	<u>_____</u>

<u>DIR/COMP</u>	<u>Comments</u>
<div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>	<u>Will require new printing requirement in near future.</u>
	<u>_____</u>
	<u>_____</u>

STAT

<u>DIR/COMP</u>	<u>Comments</u>
<u>DDI/OCR/USSR/SCI</u>	<u>Possible revision of ETECS software programs.</u>
	<u>_____</u>
	<u>_____</u>

DIR/COMP

Comments

DDI/OCPAS/CDG

Possibly more deadlines.

DIR/COMP

Comments

OCR/ISG

Briefing book bio requests (our overnights)
have been growing steadily for years.

DIR/COMP

Comments

OCR/SSG/LSD/LY

Would send more to bindery if turnaround time
was better.

DIR/COMP

Comments

DIR/COMP

Comments

DIR/COMP

Comments

DIR/COMP

Comments

23. If increase, decrease, or same as FY-82/83, please indicate under category of work appropriate response.

A. Composition/typesetting

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	1	11		3		15
	Pct.	14.3	55.0		50.0		34.9
Decrease	No	2	1			1	4
	Pct.	28.6	5.0			20.0	9.3
Same as FY-82/83	No	4	8	5	3	4	24
	Pct.	57.1	40.0	100.0	50.0	80.0	55.8

B. Printing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	7	19	1	9	4	40
	Pct.	29.2	55.9	14.3	64.3	30.8	43.5
Decrease	No	2					2
	Pct.	8.3					2.2
Same as FY-82/83	No	15	15	6	5	9	50
	Pct.	62.5	44.1	85.7	35.7	69.2	54.3

C. Bindery services

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	5	10	1	5	1	22
	Pct.	33.3	50.0	16.7	62.5	25.0	41.5
Decrease	No	1	1				2
	Pct.	6.7	5.0				3.8
Same as FY-82/83	No	9	9	5	3	3	29
	Pct.	60.0	45.0	83.3	37.5	75.0	54.7

D. Copying (GJ-56)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	3	6	3	4		16
	Pct.	17.6	31.6	3.33	66.7		27.1
Decrease	No	1	1	1			3
	Pct.	5.9	5.3	11.1			5.1
Same as FY-82/83	No	13	12	5	2	8	40
	Pct.	76.5	63.2	55.6	33.3	100.0	67.8

E. Color Processing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	4	5	2	7	1	19
	Pct.	26.7	33.3	28.6	46.7	20.0	33.3
Decrease	No			1		1	2
	Pct.			14.3		20.0	3.5
Same as FY-82/83	No	11	10	4	8	3	36
	Pct.	73.3	66.7	57.1	53.3	60.0	63.2

F. Black & White Processing

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	2	8	1	6		17
	Pct.	15.4	50.0	16.7	54.5		35.4
Decrease	No			2			2
	Pct.			33.3			4.2
Same as FY-82/83	No	11	8	3	5	2	29
	Pct.	84.6	50.0	50.0	45.5	100.0	60.4

G. Motion Picture

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No		1	1			2
	Pct.		33.3	33.3			22.2
Decrease	No	1					1
	Pct.	50.0					11.1
Same as FY-82/83	No	1	2	2	1		6
	Pct.	50.0	66.7	66.7	100.0		66.7

H. Teleproduction (Videotaping)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	1		3			4
	Pct.	33.3		100.0			36.4
Decrease	No						
	Pct.						
Same as FY-82/83	No	2	1		2	2	7
	Pct.	66.7	100.0		100.0	100.0	63.6

I. Video Replication

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	3		4	1		10
	Pct.	60.0		100.0	33.3		55.6
Decrease	No						
	Pct.						
Same as FY-82/83	No	2	2		2	2	8
	Pct.	40.0	100.0		66.7	100.0	44.4

J. Multi-Media Production

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	2					2
	Pct.	100.0					40.0
Decrease	No						
	Pct.						
Same as FY-82/83	No		1		2		3
	Pct.		100.0		100.0		60.0

K. Microfilming

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	2	5		1		6
	Pct.	40.0	100.0		25.0		40.0
Decrease	No						
	Pct.						
Same as FY-82/83	No	5		2	3	1	9
	Pct.	60.0		100.0	75.0	100.0	60.0

L. COM

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No		2			1	3
	Pct.		100.0			50.0	27.3
Decrease	No						
	Pct.						
Same as FY-82/83	No	4		1	2	1	8
	Pct.	100.0		100.0	100.0	50.0	72.7

M. Graphics and Design Services

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	5	10	2	4	2	23
	Pct.	41.7	58.8	100.0	50.0	25.0	48.9
Decrease	No						
	Pct.						
Same as FY-82/83	No	7	7		4	6	24
	Pct.	58.3	41.2		50.0	75.0	51.1

N. Other

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
Increase	No	2	1		1		4
	Pct.	100.0	25.0		50.0		50.0
Decrease	No						
	Pct.						
Same as FY-82/83	No		3		1		4
	Pct.		75.0		50.0		50.0

24. What type, if any, of computer graphics output support do you require? (Number of responses with requirements)

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
35mm Slides	No.	16	2	3	5	1	33
	Pct.	48.5	24.2	9.1	15.2	5.0	100.0
Vugraphs	No.	21	20	2	8	3	54
	Pct.	38.9	37.0	3.7	14.8	5.6	100.0
16mm Movies	No.	3	1	1	1		6
	Pct.	50.0	16.7	16.7	16.7		100.0
Color Prints	No.	10	5	3	6	2	26
	Pct.	38.5	19.2	11.5	23.1	7.7	100.0
B&W Prints	No.	6	5	2	4		17
	Pct.	35.3	29.4	11.8	23.5		100.0
Videotape	No.	5		4	1	1	11
	Pct.	45.5		36.4	9.1	9.1	100.0

25. Would a handbook of basic products, sizes, and costs be helpful in determining requests?

		DDA	DDI	DDO	DDS&T	DCI	TOTAL
YES	No	35	43	14	25	12	129
	Pct.	76.1	64.2	70.0	89.3	66.7	72.1
NO	No	5	16	1	2	3	27
	Pct.	10.9	23.9	5.0	7.1	16.7	15.1
Don't Know	No	6	8	5	1	3	23
	Pct.	13.0	11.9	25.0	3.6	16.7	12.8

General Comments

DIR/COMP Comments

DDA/FIN/Comp. Above responses reflect our recurrent business with P&PD. In addition, we have from time to time requested assistance/service in the production of video tape copies, graphics for instructional handbooks, as well as printing. This "ad hoc" business has been characterized by good service

DIR/COMP Comments and timeliness (within resource constraints imposed on P&PD). We anticipate additional "ad hoc" requests through

OC-CSD/PDB Additionally, basic lead times required by P&PD for various projects would be beneficial to planners. If P&PD decides to print such a book, this Office would like to be on the mailing list. FY-84.

DIR/COMP Comments

RECD/HEB Usually request photographic work. A handbook would be of interest and might generate more work for P&PD but I'm not certain that such is the case.

DIR/COMP Comments

SD/CD I think you will find that Agency personnel, upon determining that a product is definitely needed to support their requirements, will opt for the service regardless of the cost. If it's frivolous, or superfluous to their needs, they won't go for it!

DIR/COMP Comments

OTE/AD/MPB/VAS I was not aware there is a distinct difference between "Specified date" and "Routine". The requisition does not state this. Perhaps it should. Especially an updated handbook on paper.

DIR/COMP Comments

DDSGT/ORD/ISRD This form shows me there are more services available in P&PD than I was aware of. A handbook of basic services with examples would be helpful (a sales brochure).

DIR/COMP Comments

ORD/PATG/IERD The condition of negatives and the dust visible on prints is a disgrace.

DIR/COMP

Comments

DDS&T/FBIS/L&RB

Unfortunately the bulk of our requests fell into the routine category, not knowing of the other two categories.

DIR/COMP

Comments



Currently plan to prepare many of the technical briefings in video presentation format. This will improve course schedules and make briefings more precise. View improved video editing as important factor in success of presentation.

STAT

DIR/COMP

Comments

DCI/OGC/Leg

We have had two or three opportunities to benefit from P&PD's specialized reproducing capabilities. We find the Copy Center to be absolutely essential due to the nature of the Division--requiring the constancy of producing documents of the very highest quality under very tight deadlines.

DIR/COMP

Comments

Unknown

The overall quality needs to be improved. I had a 50 copy report for upper management copied recently. I attached a sample from 1981 as a guide. When finished, not only did the copies have black stripes down the side, but they had copied the 1981 report! Quality vs. timeliness?

DIR/COMP

Comments

DDI/OSWR/STD

Do not know of all of your services & therefore cannot exploit all of your talents. Question 8 on graphics quality: basic problem in past has been failure to have vugraphs proofread before they are released to me. Have often had misspellings; since I brief outside of Agency, this does not present our
Comments "best foot forward". Need more quality control.

DIR/COMP

CPAS/CDG

Question 20, timeliness or quality? A map which meets a deadline but lacks quality can at times be worthless. Unfortunately in cartography we usually need both.

DIR/COMP

Comments

CPAS/PC

Question 25, handbook? For DDI products only; the cost information would be a revelation to the DDI customers/manager that are prone to requesting costly changes late in the process.

DIR/COMP

Comments

DDI/OSWR/T&SIC

On two occasions we have asked the printing plant to copy and distribute documents for us. Both situations were almost identical; on the first occasion our paper was disseminated as requested - dissemination was denied for the second paper.

DIR/COMP

Comments

OSWR/WSSIC

Roughly 40-50% of the covers produced by P&PD for our reports have been done incorrectly--several of which would have resulted in security violations had we not sent them back for reprinting. One involved 500 copies. It is crystal clear from my standpoint that the quality control of preparation, layout, and final proof of covers is in need of serious improvement.

DIR/COMP

Comments

OGI/SRD

A copy of a letter of appreciation for excellent ad hoc services by the photographic branch is attached to this questionnaire.

DIR/COMP

Comments

OCR/ISG

Question 19, disseminated properly? I assume our products are disseminated per our instructions but I don't really know--except when I do learn of something gone wrong but that is quite rare.

DIR/COMP

Comments

DIR/COMP

Comments

DIR/COMP

Comments