

25X1

SECRET (when filled in)

EO/ORD/DDS&amp;T

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## 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. Logistics Officer -- on-site -- Supply Division.
  - b. Contracts staff -- on-site -- Procurement Division.
  - c. Motor Pool Section/SSB/HOME -- Maintenance on autos.
  - d.  -- irregular -- special projects.
  - e. Supply Management Branch/SD -- on-going -- procurement of supplies and equipment.
  - f. Printing and Photography Division -- developing film, duping tapes, yearly report.
  - g. External Buildings Operations Branch -- on-going -- interface with GSA, Dominion Mgmt. for construction, maintenance, etc.
  - h. New Building Project Office.
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. Excellent
  - b. C/CS - excellent
  - c. Dependable

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- d. Good
  - e. Adequate -- hamstrung by GSA schedule, restrictions
  - f. Quality good; timeliness bad
  - g. Improving; this new branch seems to work better than previous arrangement.
  - h. Good
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)

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- a. Vaulting of room 404 Ames -- ASAP.
- b.
- c.
- 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.)



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- a.
- b.
- c.
- 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. Logistics Officer
- b. Contracts Staff
- c.
- d.
- e.

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

- a.
- b.
- c.
- d.
- e.

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7. Do you believe that your component's overall impression of OL is favorable or unfavorable? How could that image be improved? --
  
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. Newsletter for EOB (like HOME's) -- info on parking, a.c.c., progress of new building, etc.
  
  - b.
  
  - c.
  
  - d.
  
  - e.

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f.

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. Not new courses, but new focus to briefings--make them more anecdotal; show how OL works as part of overall Agency mission.

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?

OL has difficulty in sorting out priorities; there is no one at a high level who serves as focal point to adjudicate conflicting requests.