



USCG MARINE SAFETY CENTER BULLETIN

Customer Satisfaction Survey Results for 1995 and 1996

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The purpose of this bulletin is to detail the results and strategies from the 1995 and 1996 Customer Satisfaction Surveys. The Marine Safety Center (MSC) is conducting these surveys to capture our customer satisfaction performance. Your comments were grouped into like categories to identify potential areas of improvement. The results are shown below:

20% of the surveys emphasized the need for: Providing better guidance.

Strategy: Share our review procedures with industry.

14% of the surveys emphasized the need for: Improving Communication.

Strategy: Make plan review status available on the internet.

12% of the surveys emphasized the need for: Accessibility/Availability of Plan reviewers.

Strategy: Develop service standards for call backs.

8% of the surveys emphasized the need for: Increasing Personnel Longevity.

Strategy: Since the MSC is a military organization, this cannot be directly changed. However, we will mitigate the negative impact by:

- 1) Improving our training program to help new personnel hit the ground running.
- 2) Developing plan review work instructions to help new personnel get up to speed.

Other survey questions were grouped into three categories to measure aspects of service on a normalized scale of 1 (very dissatisfied) to 5 (very satisfied). The results for 1995 and 1996 were as follows:

1995: Ease of Use = 3.6, Timeliness = 3.9, Consistency = 3.4

1996: Ease of Use = 3.7, Timeliness = 3.4, Consistency = 4.0

We recognize the downward trend in timeliness and will concentrate efforts to reverse this trend in the next year.

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