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# Federal Supply Service Transportation – HHG/Freight

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## Customer Satisfaction Results

June 13, 2006

# HHG/Freight Survey Methodology

## Survey Respondents

	Total	Phone	Internet
HHG	149	104	45
Freight	149	43	106
Total Responses	298	147	151

## Questionnaire

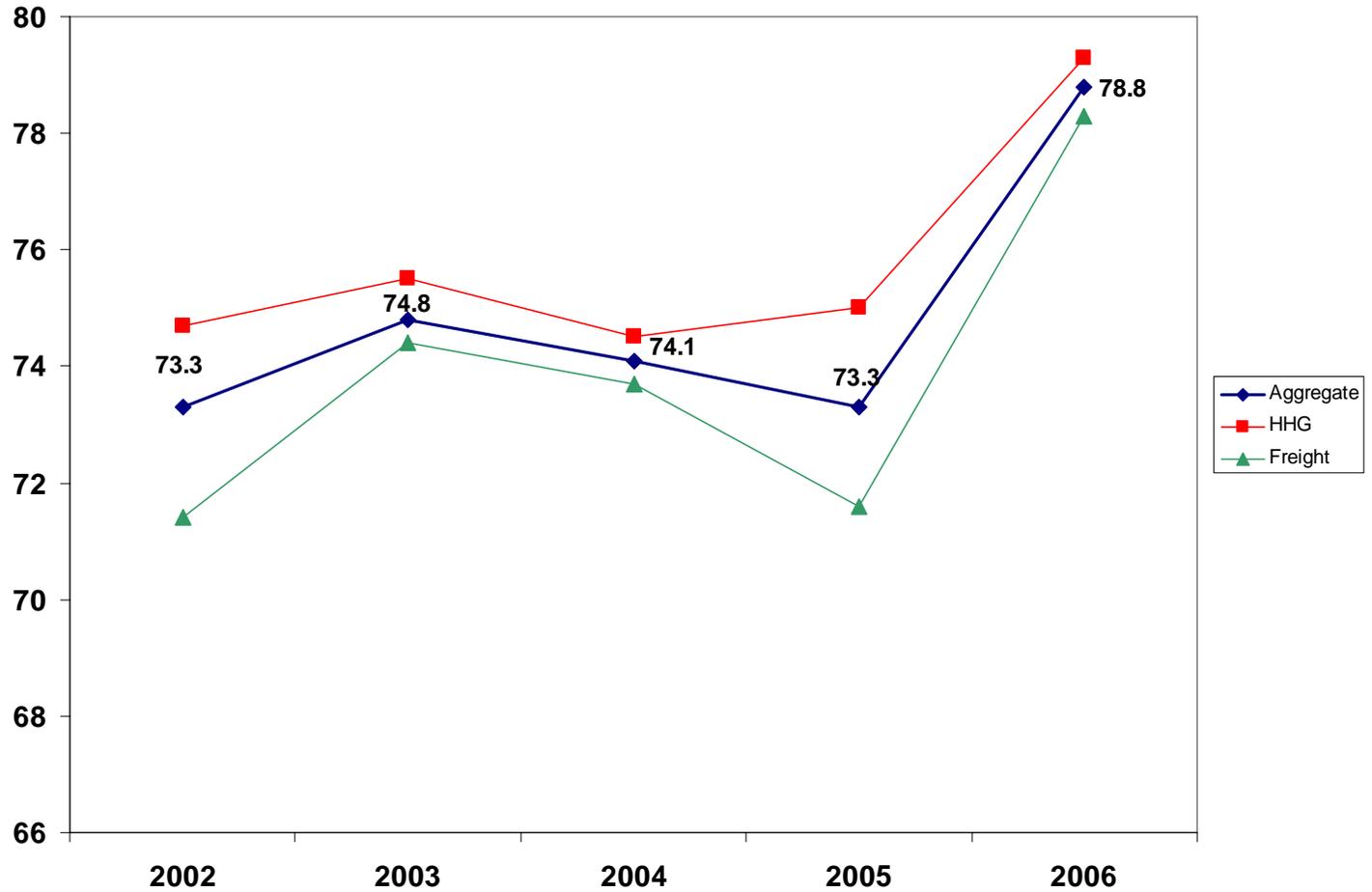
- Questionnaire wording changes were very minimal, which allows for direct comparisons to the 2005 results.

## Notations

-  indicates a significant improvement from 2005 (90% level of confidence).
-  indicates a significant decline from 2005 (90% level of confidence).
-  indicates a significant variance between two segments (90% level of confidence).

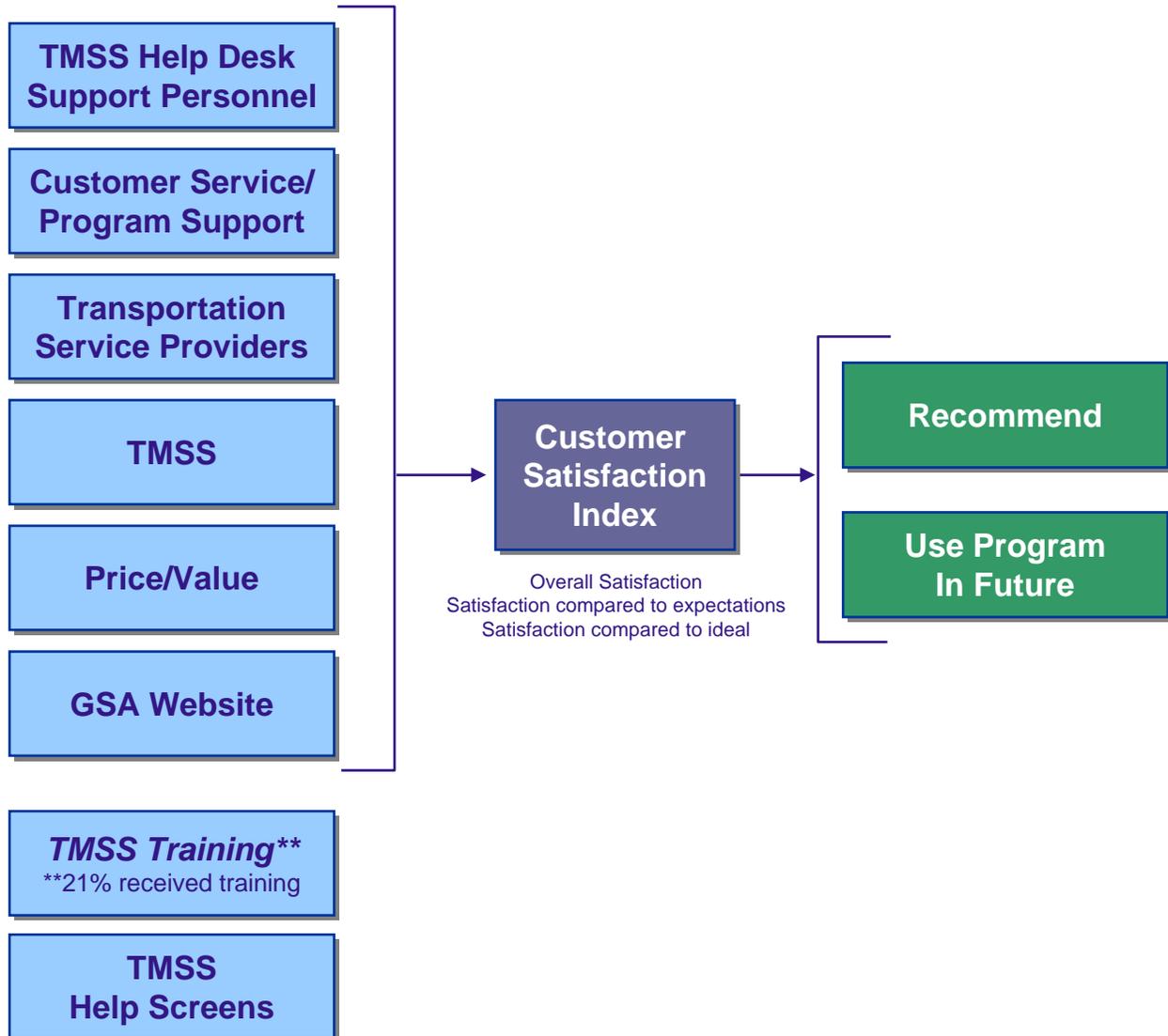
# HHG/Freight - Satisfaction (CSI)

5 - year trend

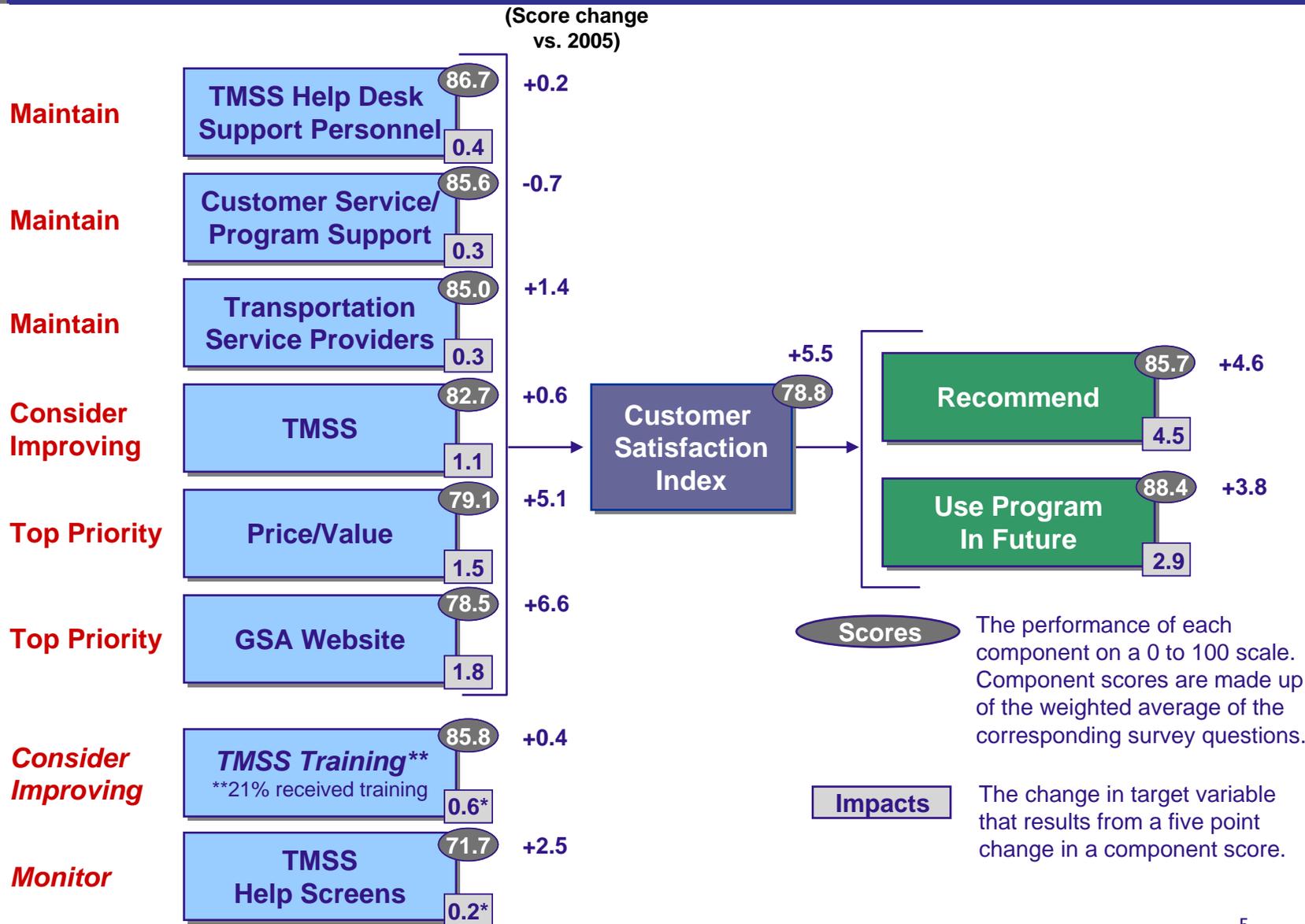


# HHG/Freight Customer Satisfaction Model

Timeliness of response to your request  
Technical knowledge of TMSS Help Desk support  
Courtesy of TMSS Help Desk support personnel

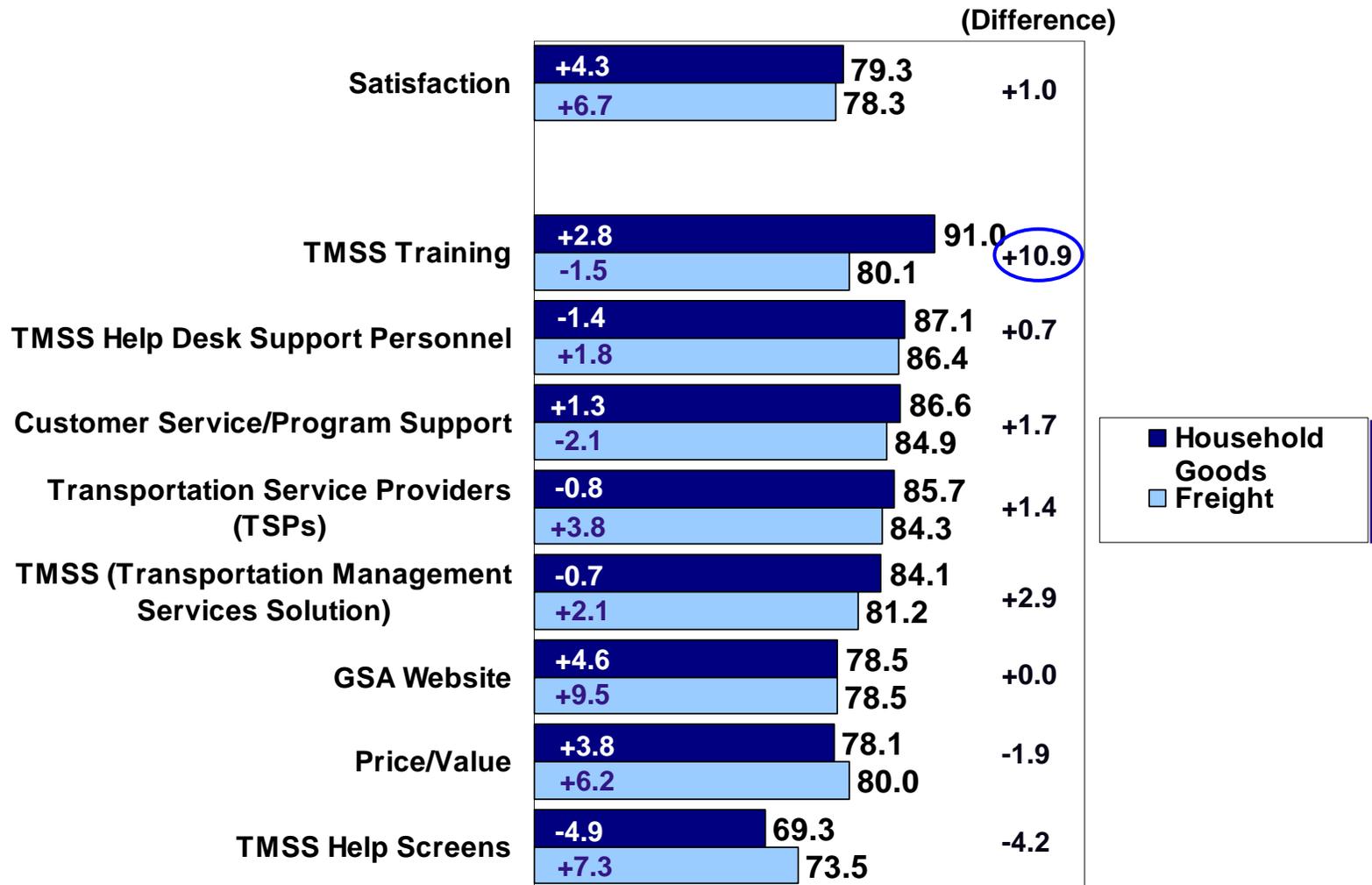


# HHG/Freight Customer Satisfaction Model

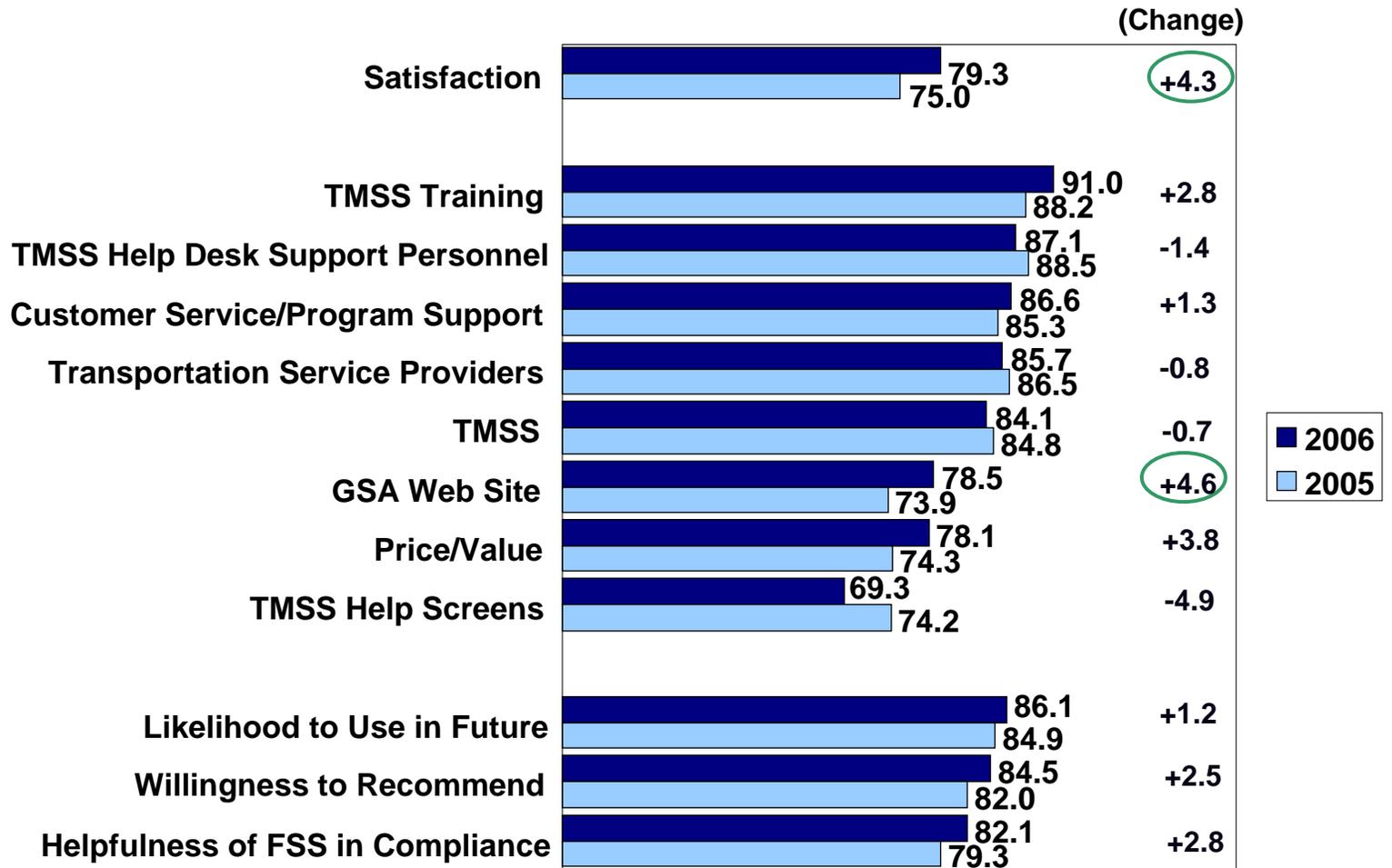


\*Impact onto Satisfaction

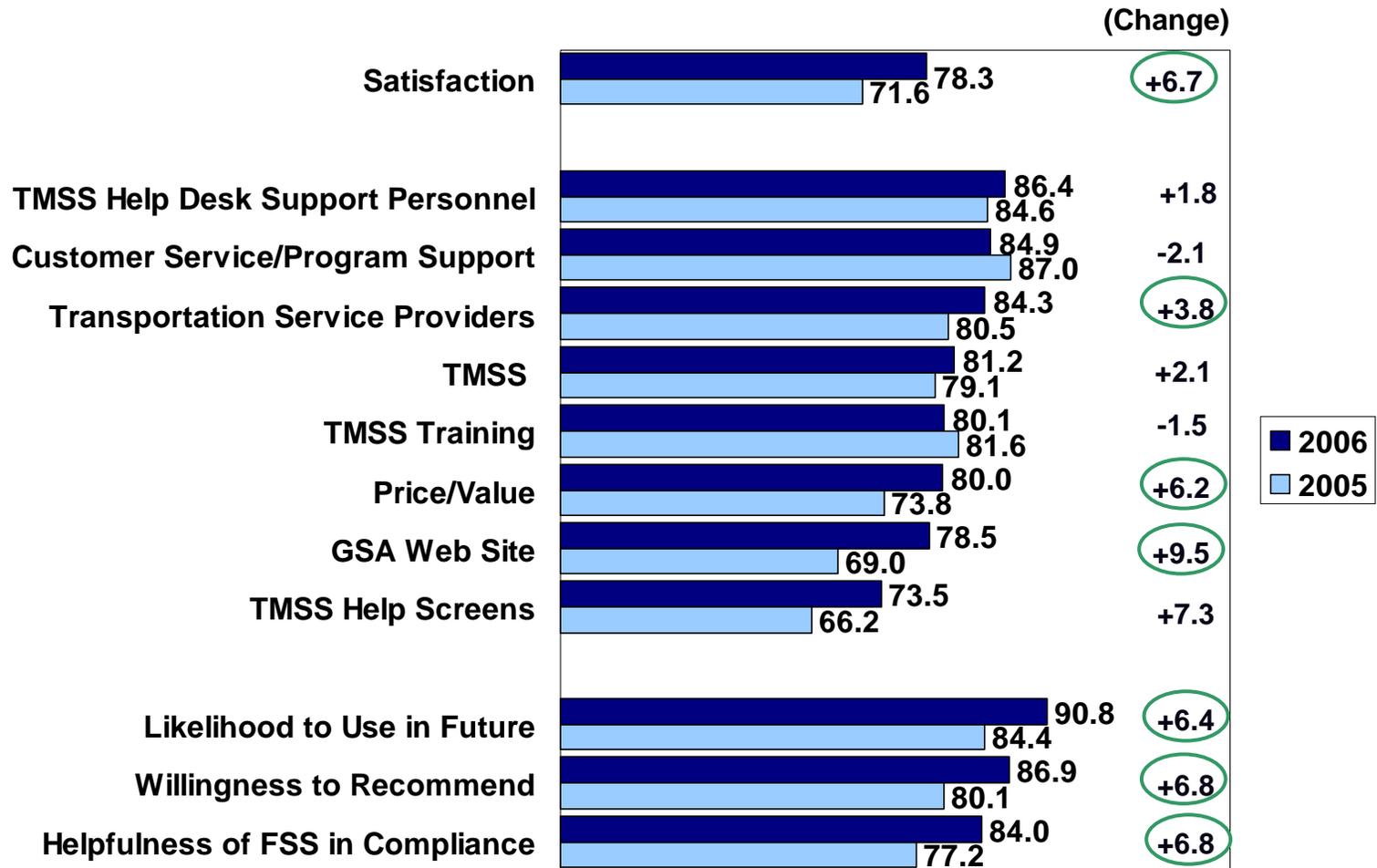
# Household Goods and Freight scores



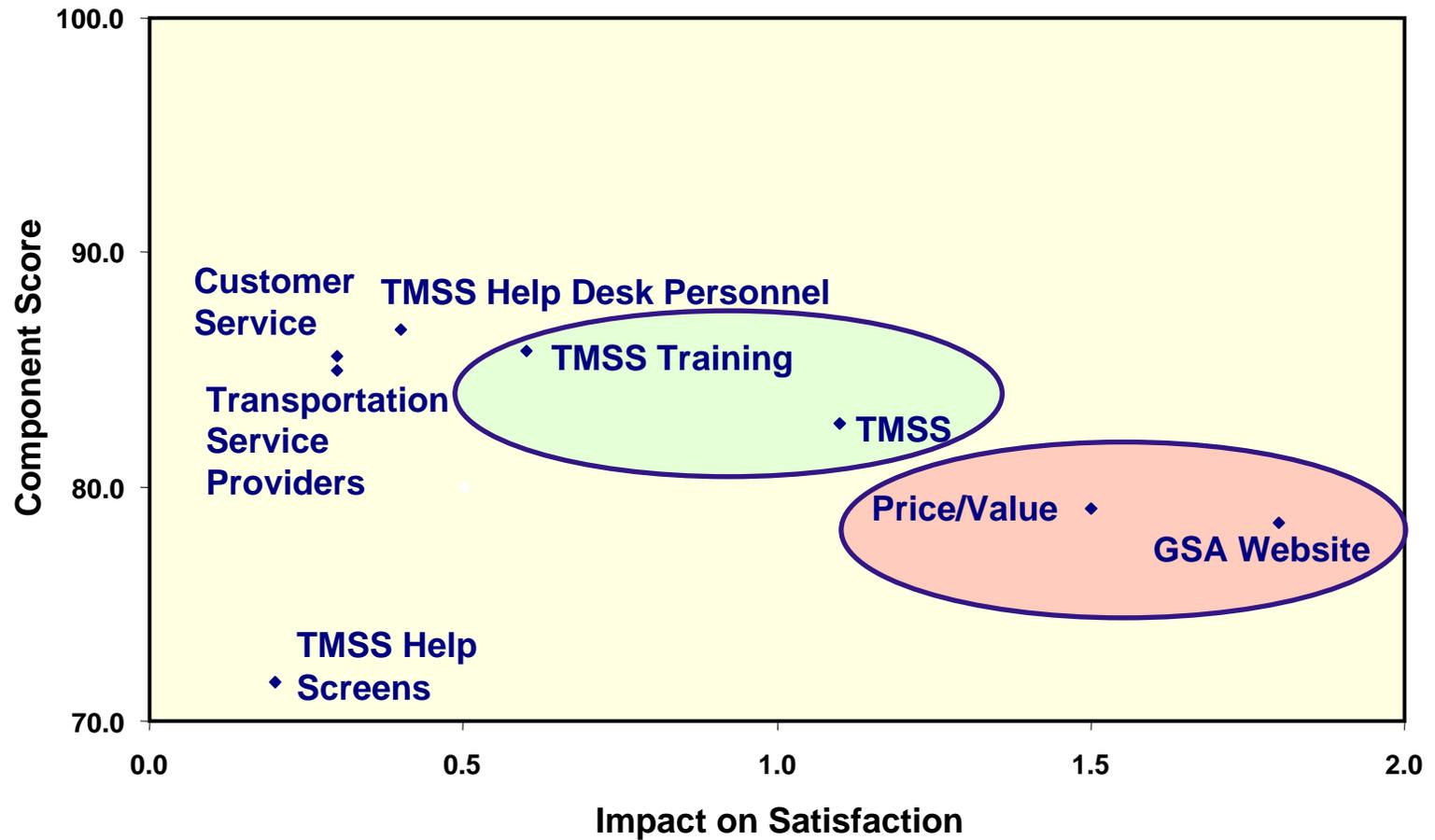
# Household Goods Scores: 2 - Year View



# Freight Scores: 2 - Year View



# HHG/Freight Customer Satisfaction Model



- Top Priority
- Consider Improving

# Other Information Resources

*Q28: Which of the following sources do you use most often to access information about doing business through GSA's CHAMP/FMP? (n=298)*

<b>Source of Information Used Most Often</b>	<b>2005</b>	<b>2006</b>
<b>TMSS</b>	<b>77%</b>	<b>82%</b>
<b>Internet</b>	<b>46%</b>	<b>61%</b>
<b>Newsletter, bulletin, or other printed information</b>	<b>9%</b>	<b>16%</b>
<b>Telephone calls</b>	<b>28%</b>	<b>29%</b>
<b>In-person agency visits</b>	<b>8%</b>	<b>13%</b>
<b>GSA-sponsored conferences or meetings</b>	<b>17%</b>	<b>19%</b>
<b>GSA Transportation ListServ</b>	<b>15%</b>	<b>29%</b>
<b>Other</b>	<b>2%</b>	<b>2%</b>

# ACSI National, Sector and Industry Scores: Q2 2005 – Q1 2006



**ACSI**  
**74.1**

