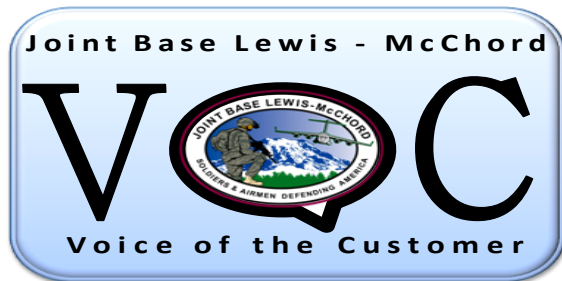




Joint Base Lewis-McChord Plans, Analysis & Integration Office (PAIO)

Customer Service “Excellence” Program





Customer Service Excellence Program

- You, our customers, all have a voice here at JBLM!
- Our Customer Service Excellence (CSE) Program is the Joint Base Garrison Commander's program and the "eyes and ears" of the installation.
- The CSE Program's focus is to identify, address, research, and resolve/implement (whenever possible) customers' concerns, complaints, suggestions, and recommended service improvements.



Customer Service Excellence Program

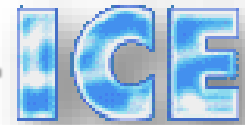
The CSE Program consists of the following continuous customer feedback Programs –

- Interactive Customer Evaluation (ICE) Program
- Better Opportunity for Single Servicemembers (BOSS)
- Armed Forces Action Plan (AFAP)
- Child and Youth Services (CYS)
- Community FIRST (Feedback, Issues, Resolutions, Solutions, Today)
- Operations Excellence (OPEX) Customer Service Academy





Customer Service Excellence Program -



- The Interactive Customer Evaluation (ICE) Program is the fastest way for individual customers to affect change on the installation
- Anyone can access the ICE system from any computer or smart phone 24/7 - no CAC required
- JBLM has a quarterly CSE ICE Awards program to recognize employees who excel in customer service
 - If you are leaving a compliment, please leave either a phone number OR email address so the person you are complimenting can compete for the award
- JBLM has flyers with the ICE link and JBLM QR code posted around the installation
 - Once you download the QR code, you will have access to all JBLM service providers in ICE at your finger tips available whenever you need it for as long as you like



YOUR VOICE
MAKES THE DIFFERENCE.

***JBLM Customer Satisfaction
Feedback
Interactive Customer
Evaluation***

***SCAN with your phone
SELECT the Service Provider
SUBMIT your feedback***

ICE



No QR Code App – Go To: <https://ice.disa.mil>

SERVICE PROVIDER TITLE HERE