

### 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 <u>continuous</u> customer <u>feedback</u> 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





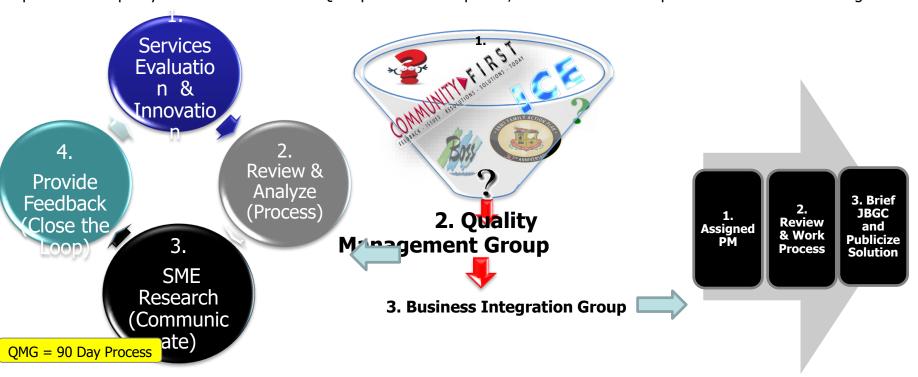






#### **Customer Service Excellence Program**

The JBLM Quality Management (QMG) and Business Integration (BIG) Groups allow program managers to address customer concerns, suggestions, and recommended service improvements on a consistent basis. The QMG consists of all CSE program managers, meets biweekly to discuss customer submissions/input, and identifies how best to address issues. If a change in procedure or policy is warranted after the QMG process is completed, the BIG oversees implementation of those changes.



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#### **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



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

SERVICE PROVIDER TITLE HERE

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