

MEMORANDUM for All DMWR Activity Managers

SUBJECT: DMWR Interactive Customer Evaluation (ICE) Comments

1. PURPOSE: To outline responsibilities and procedures for ICE comments.
2. APPLICABILITY: The provisions of the memorandum are applicable to all activities within the DMWR.
3. OBJECTIVES: Provides a personal link between customers and the DMWR in order to:
 - a. Maintain high quality customer service
 - b. Encourage suggestions
 - c. Respond timely to customer questions and concerns

4. RESPONSIBILITIES

(a) Quality Manager

- (1) Facilitates program for the DMWR
- (2) Monitor program for service trends and performance
- (3) Ensure all managers have necessary password access to ICE site
- (4) Provide quarterly report summary for entire directorate

(b) Activity/Program Managers

- (1) Review all ICE comments upon receipt
- (2) Contact customer where responses are required and contact information provided within 24 hours
- (3) Update ICE Site on ALL comments indicating you have responded and /or brief summary of action taken within 48 hours

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