

Letterkenny Army Depot (LEAD) Customer Survey

Type of equipment, vehicle or services received:

Name Organization: Date:
DODAAC: City/State: Phone #/DSN:

Type of equipment, vehicle or services received:

1. Your organization has recently received a shipment from Letterkenny Army Depot in Chambersburg, PA. In order to assess the quality of our products and services, we are surveying our customers. Please take a moment to complete this survey. Please provide any comments in the remarks blocks.

2. Was the item properly preserved and/or packaged to prevent damage and deterioration? ☐ yes ☐ no

If no, was a SF 364, Report of Discrepancy submitted?

Remarks:

3. Upon receipt of the asset, was all applicable paperwork with the shipment, Logbook, DD Form 1348-1A, etc.? ☐ yes ☐ no

Remarks:

4. Did you have to contact anybody at Letterkenny Army Depot concerning the asset? ☐ yes ☐ no

Remarks:

5. If contact was made with Letterkenny Army Depot, was the hotline called? Hotline phone number is DSN 570-9693 or commercial (717) 267-9693. ☐ yes ☐ no

If no, which office was called?

6. Concerning this shipment, was it an asset that was repaired or rebuilt by Letterkenny Army Depot? ☐ yes ☐ no

If no, skip to question 10.

7. Was the hotline sticker included with the shipment? ☐ yes ☐ no

8. Did you have any quality problems with the asset? ☐ yes ☐ no

If yes, was a SF 368 submitted to the applicable command? ☐ yes ☐ no

Remarks:

9. Please rate the following areas concerning the product. 1= Worst 5 = Best

Item properly cleaned

Item properly painted

Item properly stenciled

Item properly assembled

Quality of Workmanship

Timeliness of Receipt

continued next page

Condition of Packaging

Hotline availability

Responsiveness of depot personnel

10. Please provide any additional comments you would like to address:

comments

11. Would you like a Letterkenny Army Depot representative to contact you? ☐ yes ☐ no

If yes, please provide a Phone Number or E-mail address:

12. How does this item(s) compare to others you have received in the other facility/depot?

comments

13. What is the maintenance history on similar items that you have received in the past

comments

Maintenance Manhours above average

Maintenance Manhours above average

Maintenance Manhours below average

14. On similar items from other facilities/deposits, how do they compare with the maintenance history of items you have received from LEAD?

comments

Maintenance Manhours above average

Maintenance Manhours average

Maintenance Manhours below average

Please return the survey to Commander, Letterkenny Army Depot, ATTN: AMLD-CO, Chambersburg, PA 17201 or e-mail to:

usarmy.letterkenny.usamc.list.lead-webmaster@mail.mil or larry.e.seavolt.civ@mail.mil