

From: survey-noreply@smo.surveymonkey.com
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To: Haley, Nikki
Cc:
Subject: U.S. DOE-LM 2015 Customer Satisfaction Survey

U.S. Department of Energy Office of Legacy Management

Welcome to The U.S. Department of Energy

Office of Legacy Management

2015 Customer Satisfaction Survey

Conducted by Professional Services of America, Inc.

The U.S. Department of Energy's Office of Legacy Management believes that it is critical that DOE-LM communicates effectively with the communities and stakeholders impacted by the sites it manages.

To that end, DOE-LM periodically surveys its stakeholders to collect their feedback on DOE-LM performances at both a local and national level. The purpose of this survey is to conduct an objective, third party assessment of LM's performance by an independent third party contractor.

DOE-LM has tasked Professional Services of America, Inc. (PSA), an independent contractor, to conduct the 2015 stakeholder survey. Once the Survey is completed PSA will develop a comparative analysis between the 2005 results, the 2012 results and the results collected in 2015.

The interviewees will be asked to share their perceptions of overall effectiveness, responsiveness, communication, and collaboration. Additionally, participants will be asked to provide their views on LM's communication and interaction with their specific community. The interviews will be structured around questions on the overall extent of interaction with LM's goals and commitment to those goals, responsiveness, efficiency and quality of the work, communication, and overall evaluation.

In order for the surveys to have as much credibility as possible, PSA will strive to utilize as many of the original participants as possible. As with the original survey, LM believes that an objective, third party entity should develop, implement and analyze the survey(s) to allow for the most open and honest feedback from respondents.

[Begin The U.S. Department of Energy Office of Legacy Management 2015 Customer Satisfaction Survey <https://www.surveymonkey.com/s.aspx?sm=GYyn_2FsqCEnFdqhoYujkl0w_3D_3D>](https://www.surveymonkey.com/s.aspx?sm=GYyn_2FsqCEnFdqhoYujkl0w_3D_3D)

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