



DEPARTMENT OF THE NAVY
JOINT BASE PEARL HARBOR-HICKAM
850 TICONDEROGA ST STE 100
PEARL HARBOR HI 96860-5102

JBPHHINST 5300.8
JB00
28 Jun 11

JOINT BASE PEARL HARBOR-HICKAM INSTRUCTION 5300.8

From: Commander, Joint Base Pearl Harbor-Hickam

Subj: COORDINATION AND CONTROL OF SURVEYS

Ref: (a) OPNAVINST 5300.8

Encl: (1) Process Flow Chart of Customer Feedback Surveys
(2) Customer Feedback Survey Closeout Report

1. Purpose. To delineate policy and procedures for the management, control, review, and approval of Joint Base Pearl Harbor-Hickam (JBPHH) surveys, in amplification of reference (a).
2. Objective. To ensure JBPHH personnel surveys provide maximum benefits to the widest number of JBPHH users at the lowest possible cost and with the least disruption to the operational tempo (OPTEMPO) of the installation.
3. Applicability. This instruction applies to all surveys of JBPHH military personnel, their families, and civilian personnel employed at or the installation.
4. Background. In addition to reference (a), JBPHH has decided to implement a customer feedback survey using the Interactive Customer Evaluation (ICE) online tool. The ICE tool is managed by the Defense Information Systems Agency (DISA) located at web address <https://ice.disa.mil/>.
5. Responsibilities. The Joint Base Commander shall designate in writing a JBPHH Survey Manager. All feedback surveys will follow the process flow as indicated in enclosure (1).
 - a. The Chief Staff Officer will approve all content and survey questions.
 - b. The JBPHH Survey Manager will:

28 Jun 11

(1) Provide a means for customers to submit feedback to services they receive from JBPHH service providers.

(2) Collect all customer feedback and consolidate into a weekly report for the Joint Base Commander.

(3) If negative feedback, assign results to the appropriate service provider for resolution.

(4) If positive, provide feedback to appropriate service provider. Highlight positive feedback at weekly staff meeting.

(5) Provide feedback if required to the customers.

(6) Review the feedback survey annually for accurateness.

c. Service Provider is the Joint Base Program Director, JB-Code, or Special Staff person who owns that function. The service provider will:

(1) Review all feedback as assigned.

(2) If negative; provide an expedient resolution if proved true.

(a) Draft an Executive Summary for closure of feedback and route through the chain of command as depicted in enclosure (2).

(3) If positive, highlight or recognize staff members responsible for providing the service.


J. W. JAMES

Distribution:

Electronic Only, via Commander Navy Installations Command G2 website <https://g2.cniv.navy.mil/JOINTBASEPEARLHARBOR-HICKAMHI/Pages/Default.aspx>

28 Jun 11

**CUSTOMER FEEDBACK SURVEY
CLOSE OUT REPORT**

15 Feb 11, N81, (808) 123-4567

CDR David E. Jones

Subject: SURVEY CLOSE OUT FOR "INSERT SUBJECT FROM CUSTOMER FEEDBACK SURVEY"

1. Description of event or request for service:

- Focused, concise summary statement of the most important issues
 - This should be provided to you from the IS – MIS form.

2. Why did the customer feel service was interrupted, degraded, or denied:

- A discussion of the significant issues
 - Clearly state the effects surrounding this issue
 - Include hard data and facts
 - Both sides should be stated: "tell the rest of the story"
- Include a statement of assumptions and an assessment of risks pertaining to this issue

3. Resolution:

- Conclude the point paper with a specific recommended course of action.

0.5 inch for top margin and one inch (1") margins on all other sides

Use Time New Roman 12 point for

Include Date, Name of Action Officer, Office code, and phone number

No major bullets with greater than 3 lines

No more than 2 sub-bullets per major bullet

No sub-bullets with greater than 3 lines