



DEPARTMENT OF THE NAVY  
COMMANDER NAVY INSTALLATIONS COMMAND  
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CNICINST 5223.1  
N5  
29 Jan 2018

## CNIC INSTRUCTION 5223.1

From: Commander, Navy Installations Command

Subj: SENIOR LEVEL CUSTOMER SURVEY

Ref: (a) OPNAVINST 5450.339  
(b) Senior Level Customer Survey Business Rules Handbook

1. Purpose. This instruction establishes roles and responsibilities for the Commander, Navy Installations Command (CNIC) Senior Level Customer Survey (SLCS) to collect tenant feedback on general installation service and specific program performance.

2. Scope and Applicability. This instruction applies to CNIC Headquarters (HQ), Regions and installations.

### 3. Background

a. Per reference (a), CNIC is required to measure performance of base operating support programs. The SLCS provides CNIC with the ability to assess performance by capturing tenant satisfaction and feedback on installation products and services across the Enterprise. The SLCS uses a common set of satisfaction questions and tailored installation specific questions covering the full range of base operations support.

b. Reference (b) provides an overview and detailed instructions for SLCS survey preparation, distribution, conduct and analysis of the SLCS. Reference (b) is posted on Gateway 2.0 (G2):  
[https://g2.cnic.navy.mil/solutions/SLCS/Shared%20Documents/SLCS\\_Business\\_Rules\\_Handbook.docx](https://g2.cnic.navy.mil/solutions/SLCS/Shared%20Documents/SLCS_Business_Rules_Handbook.docx).

### 4. Responsibilities

a. CNIC HQ Strategy and Future Shore Integrated Requirements (N5) is responsible for:

(1) Providing policy, guidance and support to Regions and installations for the preparation, distribution and results analysis of the SLCS.

(2) Issue tasking to Regions each calendar year for execution of the SLCS.

b. CNIC HQ Information Technology and Communications Command Directorate (N6) is responsible for providing overarching technical support throughout the SLCS process, to include survey updates, creation of distribution lists, troubleshooting throughout the survey period and consolidating survey responses via G2, at: <https://g2.cnic.navy.mil/solutions/SLCS/default.aspx>.

c. Region Commanders are responsible for:

(1) Ensuring the effective application and execution of this instruction within their assigned area of responsibility and all subordinate installations.

(2) Providing Region oversight and guidance throughout the process including SLCS preparations, deployment and Region specific after action report (AAR) processes.

(3) Developing and communicating Region specific AAR process to assigned installations.

d. Installation Commanding Officers are responsible for:

(1) Ensuring the effective application and execution of the SLCS to gather meaningful feedback from supported installation tenants or stakeholders.

(2) Providing local oversight and engagement with tenants throughout the SLCS process.

(3) Developing installation specific questions for the SLCS, as outlined in reference (b).

(4) Providing the SLCS distribution list for their installation, including identification of survey method for each tenant.

(5) Developing and submitting AARs to the Region for consolidation per Region guidance.

5. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.

6. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC (N5) will review this instruction annually on the anniversary of its effective date to ensure applicability, currency and consistency with Federal, DoD, SECNAV and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire five years

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after effective date unless reissued or canceled prior to the five-year anniversary date or an extension has been granted.



C. S. GRAY  
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically only via HQ Directives Gateway 2.0, <https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>