



U.S. Army Installation Management Command, Europe Region

# News Release



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## Garrison Customers Encouraged to Take Annual Customer Service Survey

By Installation Management Command-Europe public affairs

HEIDELBERG, Germany – Leaders, Soldiers, Family Members, Civilians, Retirees and Veterans are encouraged to let us know how they rate their garrisons' services during IMCOM's annual Online Customer Service Assessment that runs Aug. 30 through Sept 26, 2010, available at [www.mymilitaryvoice.org](http://www.mymilitaryvoice.org). We want to hear about what you think of services from Family and Morale, Welfare and Recreation facilities, Housing, Military Personnel Services, Transportation, Religious Services and more.

This is the opportunity for all customers of these services to let the garrison know what is important to them and how the garrison service providers have performed over the past year. As well as rating service delivery, survey participants will have an opportunity to provide comments about what has been done and where there may be opportunities for improvement.

"The annual Customer Service Assessment is one vital method for the garrisons to get the direct "Voice of the Customer", said Dawn Brlecic, European region manager for IMCOM-Europe's Customer Management Services. "It's essential that we capture feedback from senior leaders and junior enlisted Soldiers within the companies and units and get feedback from family members, veterans, retirees, civilian employees, and contractors as well."

"The best way the Garrison Commander and Directors can get an accurate picture of customer satisfaction and expectations is from maximum participation, she said. For this year's survey, we will be making a big push to get more feedback from all constituent groups, which in turn enables the Garrison Leadership to determine where improvements can be made."

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The U.S. Army Installation Management Command, Europe Region (IMCOM-Europe) is one of six regional offices created Oct. 24, 2006, (formerly known as Installation Management Agency) as part of an Army-wide initiative to focus management of Army installations around the world under one organization. IMCOM-Europe is responsible for all facets of support for U.S. Army Soldiers and families in Europe from drivers' licenses to child care to force protection. As the landlord for all U.S. Army facilities in Europe, IMCOM-Europe is responsible for infrastructure and continuing the Army's strong commitment to environmental protection. Its higher headquarters is located in Arlington, Va.