See Also: LOM 7104.1.A1
TSK-7104.1.A2, *Customer Satisfaction Assessment of Report Recipients*

To prepare, send and document the *DEA Laboratory Customer Satisfaction Assessment* survey for senior-level customers, the Quality Assurance Section program manager performs the following:

A. Acquire Data

1. **Obtain** email addresses for the following:
   a. DEA Special Agents in Charge (SACs), associate SACs and assistant SACs (ASACs)
   b. Other federal law enforcement organizations (FBI, ICE, ATF) SACs

B. Organize Data

1. **Copy** email addresses into an MS Excel workbook.
2. **Organize** data so that email addresses are in column A, to ensure survey compatibility.
3. **Save** the file as a CSV (comma delimited) file type.

C. Prepare the Survey

1. **Sign** in to survey website.
2. **Select** *DEA Laboratory Customer Satisfaction Assessment* survey.
3. Then **select** the *"Collect Responses"* tab.
4. **Select** *"New Collector/Email Collector".*
5. **Prepare** the message body text to properly address survey recipients.
6. **Send** customer satisfaction assessment email.

D. Monitor and Close the Survey

1. **Monitor** the survey responses and **send** a reminder email one week after opening the survey.
2. **Close** the survey three weeks after opening the survey.

E. Document the Summary Report

1. **Organize** and **analyze** survey results for the *DEA Laboratory Customer Satisfaction Assessment Summary Report*.
2. **Prepare** and **distribute** the *Customer Satisfaction Assessment Summary Report* for SFQAM, LDs and SFD.

3. **Maintain** the survey results and summary report in the *Records Control List.*

End of Document

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