

4 February 2011

**Recalculation of Customer Satisfaction Survey (CSS) Scores for the
15 May 2011 to 31 July 2011 Performance Period**

The Military Surface Deployment and Distribution Command (SDDC) updated the CSS portion of the Best Value Score (BVS) with current data. The data pull for this recalculation was 1 February 2010 to 31 January 2011 and is effective starting with the 15 May 2011 performance period.

TSPs that are not statistically valid receive supplemental survey scores which are added only to the remaining needed surveys to achieve statistical validity as outlined in the DTR IV: U.Q. Table 2. The value attributed to supplemental survey scores is equivalent to the mean (average) value of the market and happens each performance period.

For example, if a TSP moved 15 shipments, they require 13 completed surveys to achieve statistical validity. Currently, the TSP only has 10 surveys completed meaning the TSP requires an additional three surveys. The values attributed to the remaining three surveys are equivalent to the mean (average) market score.

The mean scores for this period are listed below:

dHHG: 77.27

iHHG: 77.20

iUB: 81.82

SDDC asks each TSP to review their CSS scores for accuracy. The email address to submit change requests is sddc.safb.icss@us.army.mil. The window to submit changes for review is fifteen (15) business days, 7 February 2011 to 28 February 2011. Any request for changes submitted after COB on the 28 February 2011 will not be considered until the next recalculation of CSS.

Scores are viewed using the Interim Customer Satisfaction Survey (ICSS) tool located on the ETA website (<https://eta.sddc.army.mil>, Personal Property, ICSS). Please use the report titled 'TSP CSS Score' and run the report for the dates listed above. If you do not have access to the ICSS tool you may request it via email at sddc.safb.icss@us.army.mil. The request must come from the Vice-President of the company or above and must contain the SCAC, TSP name, employee name, position, phone number, and email address.

This message is approved for release by Lt Col Derek Oliver, DCS, Personal Property, HQ SDDC.