

# PRODUCTION CUSTOMER SURVEY

**LETTERKENNY PROGRAM POC:** \_\_\_\_\_ **WEAPON/SYSTEM/ITEM:** \_\_\_\_\_

Name/POC: \_\_\_\_\_ Fielding Date: \_\_\_\_\_ Doc #: \_\_\_\_\_  
 Title/Position: \_\_\_\_\_ DODAAC: \_\_\_\_\_ NSN: \_\_\_\_\_  
 Phone #/DSN: \_\_\_\_\_ Asset Received Date: \_\_\_\_\_  
 POC Email: \_\_\_\_\_ Asset SN: \_\_\_\_\_

Your organization recently received a shipment from Letterkenny Army Depot in Chambersburg, PA. In order to assess the quality of our products and services, we are required to survey our customers. Return the survey to Directorate of Product Assurance, Letterkenny Army Depot, 1 Overcash Ave, ATTN: AMLD-Q, Chambersburg, PA 17201-4150 or e-mail to: [usarmy.letterkenny.usamc.list.dpa@mail.mil](mailto:usarmy.letterkenny.usamc.list.dpa@mail.mil) or call the Letterkenny Hotline at DSN: 570-9693 Comm: 717-267-9693.

Provide any additional comments in the remarks block

1. Was the item properly preserved and/or packaged? Yes  No

Remarks:

2. Was there any damage/deterioration to the product? Yes  No

Remarks:

3. Was all applicable paperwork with the shipment, Logbook, DD Form 1348-1A etc? Yes  No

Remarks:

4. Did you have any problems with the asset? Yes  No

Remarks:

Provide any additional comments.

Rate the following areas concerning the product

1 = Unsatisfactory | 2 = Poor | 3 = Average | 4 = Better than Average | 5 = Best/exceeds expectations

	1	2	3	4	5	Comments:
A. Responsiveness of depot personnel	<input type="checkbox"/>					
B. Condition of packaging	<input type="checkbox"/>					
C. Quality of Workmanship	<input type="checkbox"/>					
D. Item properly painted/stenciled	<input type="checkbox"/>					
E. Item properly assembled	<input type="checkbox"/>					
F. On-time delivery of item	<input type="checkbox"/>					
G. Were you satisfied with the overall product and experience with Letterkenny Army Depot	<input type="checkbox"/>					