



**Customer Survey**  
**-Anniston Army Depot-**  
**Where everyone's business is Customer**  
**Satisfaction through**  
**WORLD CLASS QUALITY**  
IAW ANAD Quality Manual



Item Name \_\_\_\_\_

NSN \_\_\_\_\_

Serial/USA Number \_\_\_\_\_

This item was: Overhauled      Repaired      Modified      10/20      Other

By Anniston Army Depot (ANAD)

Date of Service: \_\_\_\_\_

**PLEASE PROVIDE YOUR SATISFACTION RATING FOR OUR PRODUCT/SERVICE.**

Note: Please add **“Comments”** so that we can validate/improve **ANAD processes**.

Very Satisfied	5
Satisfied	4
Neutral	3
Dissatisfied	2
Very Dissatisfied	1

Category:	Rating:	Category:	Rating:	Comments:
Appearance of Item		Met expectations		
Function of Item		ANAD Customer Service		
Met Requirements		Overall Satisfaction of Product/Service		
****IF ANAD FIELDING TEAM HAS VISITED YOUR SITE, PLEASE COMPLETE ADDITIONAL SURVEY BELOW****				
Category:	Rating:	Comments:		
Did Fielding Team provide effective communication during service performed?		If ANAD did not visit my unit, it would have impacted us by...		
Did the Fielding Team meet or exceed expectations for services provided?				
Were ANAD personnel professional while providing timely service?				
Did the Fielding Team provide adequate information at the end of the mission? (ex. Inspection data, out brief, etc.)				
What's your overall satisfaction with the ANAD fielding Team?				

**Please Provide  
Your Organizational address:**

**Point of Contact: (Name/Rank):**

\_\_\_\_\_

**Unit:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

**For Assistance Contact:**

Commander, Anniston Army Depot  
ATTN: Customer Service Coordinator (Quality)  
7 Frankford Avenue  
Anniston, AL. 36201-4199

(Toll Free 1-866-427-4474)

Phone: (256) 235-7071 DSN: 571-7071

E-mail: [usarmy.anad.tacom.list.quality-customer-service-coordinator@army.mil](mailto:usarmy.anad.tacom.list.quality-customer-service-coordinator@army.mil)

**For ANAD Fielding Team contact:**

Phone: (256) 235-6220 DSN: 571-6220

E-mail: [timothy.p.barber.civ@army.mil](mailto:timothy.p.barber.civ@army.mil)

This information is for depot use. Other reports (e.g. SF361, SF364, SF368, etc.) should be submitted through regular channels. **To return this form: fold all pages together to assure self-addressed mail label is visible and return thru mail. If this is an onsite visit from ANAD Customer Service Coordinator or ANAD Fielding Team, please provide back to them before they depart site.**

**Additional Comments Section:**