



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: If ANAD did not visit my unit, it would have impacted us by...
Did Fielding Team provide effective communication during service performed?		
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

For ANAD Fielding Team contact:

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

E-mail: 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:

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

**FIRST-CLASS MAIL PERMIT NO. 489
ANNISTON, AL.**

POSTAGE WILL BE PAID BY ADDRESSEE

**COMMANDER
ANNISTON ARMY DEPOT
TAAN-QA
(ATTN: CUSTOMER SATISFACTION COORDINATOR, QUALITY)
ANNISTON, AL. 36201-9951**