

Customer Satisfaction Survey

“Your Feedback Matters”

Service members and DoD civilians who complete a Permanent Change of Station (PCS) move have the opportunity to complete a web-based Customer Satisfaction Survey (CSS) to score the performance and quality of their movers. The CSS also measures the services provided by both the origin and destination Personal Property Shipping Offices (PPSO). The CSS is a crucial component of the Personal Property Program where a member's feedback can make a difference.

The Military Surface Deployment and Distribution Command (SDDC) is currently transitioning to the new Defense Personal Property Program (DP3) which is a customer focused, streamlined program that continually assesses customer satisfaction. The Transportation Service Provider (TSP – otherwise known as your moving company), is rated on a “Best Value Score” (BVS) methodology.

The Customer Satisfaction Survey accounts for 50% of the BVS. This principle allows for service members worldwide to voice their opinions. The Customer Satisfaction Survey is crucial to the future success of DP3. The CSS applies to all Domestic and International Household Goods shipments as well as all International Unaccompanied Baggage shipments.

The results of your CSS are provided to your TSP for their quality control efforts. Service member participation in the CSS helps ensure that the quality of service will increase as carriers strive to improve their scores based on service members feedback.