NASA SHARED SERVICES CENTER

Procurement Survey Program Service Delivery Guide

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NASA Procurement Survey Program

Introduction

The NASA Procurement Survey Processing is a component of the Contract Management Division at NASA HQ, Office of Procurement that collects, analyzes, and reports customer satisfaction data on the NASA procurement components. This information is collected in the form of three surveys on a bi-annual basis. This data is collected only in odd numbered years (i.e.2005, 2007).

The objective of the NASA Shared Service Center (NSSC) is to the support NASA HQ Procurement Survey Program Manager in the collection, compilation, sorting, analyzes, and reporting of the customer satisfaction data to the NASA HQ Office of Procurement Associate Administrator and Center Procurement Officers. NSSC support for the Procurement Survey Program will include:

Program Support for the Procurement Survey Program Manager

- Develop and maintain a distribution list for each survey
- Review survey content and update as required
- Distribute surveys to appropriate customers
- Collect and sort data
- Prepare a written report and presentation briefing data
- Distribute reports and briefings to NASA HQ PM

Process – NASA Procurement Surveys Program

Roles & Responsibilities

Roles and Responsibilities	Action	Tips/Notes
Step 1 for Survey 1 (1102 customer satisfaction with NASA HQ Office of Procurement) **NASA HQ Program Manager/NSSC IG**	Develop survey for all 1102 employees regarding their satisfaction with the quality of service from the NASA HQ Office of Procurement and provide to NSSC SP **Output:** Customer satisfaction survey in electronic form	Note: Output must be in form where recipients can complete the form electronically.
Step 2 for Survey 1 **NSSC SP**	Obtain a list from each NASA center of all names of 1102 contracting personnel, including interns. Look up email addresses and phone numbers for each 1102 in X500 and develop customer survey list. Maintain changes to the list throughout the year. **Output:** Electronic list of all 1102 employees, including email and phone number	Note: May obtain the list from the NSSC Training coordinator but still need to verify with each center that new 1102 employees are included.
Step 3 for Survey 1 **NSSC SP**	Send survey via email to all 1102 employees in the list from Step 2 for Survey 1. Cover letter will explain survey and response request.	Note: Give employees 30 days to complete. Send email reminders to all 1102's that have not responded on day 10, 20, and 27 after the survey has been sent.
Step 4 for Survey 1 **NASA 1102 employee**	Complete survey and return to NSSC SP **Output:** Completed survey	Note: 30 day response time unless otherwise specified
Step 5 for Survey 1 **NSSC SP**	Data collected, analyzed, and reports/briefings prepared **Output:** Excel spreadsheet with analyzed survey data linked to PowerPoint presentation for briefing. Spreadsheet and presentation delivered electronically and in single hard copy to NASA HQ Procurement Survey Project Manager	

Roles and Responsibilities	Action	Tips/Notes
Step 1 for Survey 2 (NASA technical staff customer satisfaction with NASA 1102 employee performance) **NASA HQ Program Manager/NSSC IG**	Develop survey for NASA technical staff regarding their satisfaction with the quality of service from the NASA 1102 employees at each centers Procurement Offices and provide to NSSC SP **Output:** Customer satisfaction survey in electronic form	Note: Output must be in form where recipients can complete the form electronically.
Step 2 for Survey 2 **NSSC SP**	Obtain a list from each NASA center of all technical staffs that conduct business with their centers 1102 staff, including interns. Look up email addresses and phone numbers for each 1102 in X500 and develop customer survey list. Maintain changes to the list throughout the year. **Output:** Electronic list of all NASA technical staff that do business with procurement community, including email and phone number	
Step 3 for Survey 2 **NSSC SP**	Send survey via email to all employees in the list from Step 2 for Survey 2. Cover letter will explain survey and response request.	Note: Give employees 30 days to complete. Send email reminders to all employee's that have not responded on day 10, 20, and 27 after the survey has been sent.
Step 4 for Survey 2 **NASA technical employee**	Complete survey and return to NSSC SP **Output:** Completed survey	Note: 30 day response time unless otherwise specified
Step 5 for Survey 2 **NSSC SP**	Data collected, analyzed, and reports/briefings prepared **Output:** Excel spreadsheet with analyzed survey data linked to PowerPoint presentation for briefing. Spreadsheet and presentation delivered electronically and in single hard copy to NASA HQ Procurement Survey Project Manager	

Roles and Responsibilities	Action	Tips/Notes
Step 1 for Survey 3 (NASA contractor/vendor customer satisfaction with NASA 1102 employee performance) **NASA HQ Program Manager/NSSC IG**	Develop survey for NASA contractors/vendors regarding their satisfaction with the quality of service from the NASA 1102 employees at each centers Procurement Offices and provide to NSSC SP **Output:** Customer satisfaction survey in electronic form	Note: Output must be in form where recipients can complete the form electronically.
Step 2 for Survey 3 **NSSC SP**	Obtain a list from the NASA Automated Information System (NAIS), Federal Procurement Data System – Next Generation (FPDS-NG) and/or Integrated Financial Management System (IFM) of each contractor/vendor (including contact information-name, phone number, and email address) that conducts business with each centers 1102 staff, including interns. Segregate by center. **Output:** Electronic list of all NASA contractor/vendors that do business with the NASA procurement community, including email and phone number	
Step 3 for Survey 3 **NSSC SP**	Send survey via email to all NASA contractors/vendors in the list from Step 2 for Survey 3. Cover letter will explain survey and response request.	Note: Give contractors/vendors 30 days to complete. Do not send email reminders to all contractors/vendors that have not responded.
Step 4 for Survey 3 **NASA contractor/vendor**	Complete survey and return to NSSC SP **Output:** Completed survey	Note: 30 day response time unless otherwise specified
Step 5 for Survey 3 **NSSC SP**	Data collected, analyzed, and reports/briefings prepared **Output:** Excel spreadsheet with analyzed survey data linked to PowerPoint presentation for briefing. Spreadsheet and presentation delivered electronically and in single hard copy to NASA HQ Procurement Survey Project Manager	

Roles and Responsibilities	Action	Tips/Notes
Step 6 All Surveys **NASA HQ Procurement Survey Project Manager/NSSC IG**	Present briefing of survey results to NASA Procurement Office of Procurement and Center Procurement Officers	
Step 7 All Surveys **NSSC SP**	Maintain historical records of survey data and presentations. Conduct a trend analysis every 5 years.	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC SP	Procurement Surveys	HQ Office of Procurement and Center Procurement Officers	Customer satisfaction feedback.

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
NASA Automated Information System (NAIS)* - May be replaced with CMM and FPDS-NG	Reporting Tool for Queries on Procurement Data	NSSC SP; Certain queries are password protected	FDPS-NG
Microsoft Outlook	Email Application	NSSC SP	

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
TBD	Log to Support NSSC internal activities, metrics, etc.	NSSC SP and IG Program Coordinator	TBD

Contact Center Strategy

Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy for this activity.