



CPARS CUSTOMER SATISFACTION SURVEY – CAT A/ TDS International/TDS Domestic Programs

A. Please complete the CRAF carrier SCAC, Reporting Unit, and Date fields.

B. Please rate each question with a 1, 2, or 3 rating. Ratings are as follows:

1 = Performance did not meet requirements

2 = Performance met contractual requirements.

3 = Performance met requirements and exceeded many to the Government’s benefit.

C. Please include your comments in each question block. All ratings require comments; if comments are not included the survey will be returned for comments via your service headquarters. The table will expand as required. The comments provided are used to complete the annual Contractor Performance Assessment Reporting System.

CRAF Carrier :	Program:	Reporting Unit:	Date:
1. Quality of Product or Service: Assess the contractor’s conformance to contract requirements. Does the service meet the specifications of the contract?			RATING:
Comments:			
2. Schedule (i.e. transit time): Assess the timeliness of the contractor against the completion of the contract. Contractor is required to ensure delivery within required transit times (95% of the time for locations). Assess the contractor’s adherence to the required pickup date. Assess the contractor’s adherence to the required delivery date.			RATING:
Comments:			
3. Business Relations: Assess the integration and coordination of all activities needed to execute the contract. Was contractor personnel customer oriented? Include the adequacy of the contractor’s Syncada billing. Were all invoices submitted correctly? If there were any problems, did the contractor resolve them in a timely manner?			RATING:
Comments:			
4. In-Transit Visibility Data (ITV): Did the contractor provide you accurate ITV data 24-hours a day, 7-days per week via internet or toll free telephone on your shipment?			RATING:
Comments:			

After completing the survey, please press submit button at top of survey or email to org.amca4-67@us.af.mil
For questions about this survey email org.amca4-67@us.af.mil