

Attribute	Fiscal Year		Cycle 11 & 12	
	FY2000	FY2001	August 2001	November 2001
Overall Satisfaction w/ products & services (satisfied or very satisfied)	75.6%	78.3%	76.2%	76.5%
Employees are courteous on the phone	86.3%	80.3%	77.1%	82.1%
Provides requested products in a time frame that meets my needs	81.1%	78.3%	79.1%	83.1%
Overall, DSCC personnel handle my telephone calls satisfactorily	77.1%	72.9%	72.9%	76.1%
Required products/services are usually available	73.9%	72.8%	69.3%	75.4%
Personnel provide timely resolution of my problems	68.4%	65.8%	67.0%	72.7%
I get my questions answered over the phone	68.8%	66.3%	70.3%	72.0%
Provides products at the time it promises to do so	66.5%	66.6%	63.8%	72.1%
Prices are competitive with other sources of supply	59.6%	61.2%	56.6%	72.9%
Effectively keeps me informed	58.8%	63.3%	64.4%	62.6%
Call transfers are held to a minimum	58.2%	55.3%	44.7%	63.3%
Reaching the right person who has the needed information at DSCC is easy	49.8%	53.1%	48.5%	48.9%
The messages I leave on voicemail are returned within 24 hours	45.4%	44.8%	49.3%	53.5%