



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON, PRESIDIO OF MONTEREY
1759 LEWIS ROAD, SUITE 210
MONTEREY, CA 93944-3223

REPLY TO
ATTENTION OF

IMPM-ZA

OCT 25 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Memorandum #1, Interactive Customer Evaluation (ICE) Program

1. References:

a. U.S. Army Installation Management Command Policy Memorandum 5-1-1 Interactive Customer Evaluation (ICE) Policy, dated 29 May 2012.

b. Department of Defense (DoD) Interactive Customer Evaluation (ICE) System Policy Memorandum, dated 31 July 2009.

2. Purpose. To provide guidance to all U.S. Army Garrison, Presidio of Monterey (USAG, POM) leaders, supervisors, managers, and employees on responsibilities regarding the implementation, maintenance and usage of ICE.

3. Applicability. This policy applies to all personnel assigned to or under the operational control of USAG, POM.

4. Policy. It is the policy of DoD, Department of the Army (DA), Installation Management Command (IMCOM), and POM to maintain a high customer satisfaction rate for services rendered to customers. ICE is one of the primary tools at POM to monitor customer satisfaction rates and suggestions for improvement. In accordance with Enclosure 3 of the DoD policy, it is NOT intended to be used to submit employee complaints about management or other employees or to report a threat, crime or other misconduct. Employees are encouraged to utilize existing avenues (i.e. Chain of Command, Inspector General, EEO, or the Union for Bargaining Unit Employees) as appropriate. Additionally, text comments should not include personally identifiable information to include names or contact information.

5. Procedures:

a. General:

(1) This supersedes the previous Command Policy Memorandum #1, dated 30 August 2011.

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(2) ICE is a DoD web-based application for collecting and reporting customer feedback to determine customer satisfaction levels. The system allows managers to collect customer satisfaction data in a timely manner and in a standardized format and to take immediate remedial actions, if necessary. Customers may provide their comments via hard copy at various locations at POM and Ord Military Community (OMC). Additionally, customers have the option to provide feedback electronically via the Internet from any location. ICE is the standard for all customer comment cards at POM and OMC service facilities.

b. Implementation. All POM Directorates will establish and maintain Service Provider Comment Card(s) for each of the services they provide. This will allow leaders to review ICE reports on a regularly occurring basis to assess customer satisfaction and take appropriate action as required. Directors will support ICE implementation in their organizations.

6. Proponent: The proponent for this policy is the Plans, Analysis and Integration Office (PAIO). The point of contact for ICE is Steven R. Young, Chief, PAIO at (831) 242-6957 or steven.r.young.civ@mail.mil.


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