



**Defense Contract Management Agency**  
Commercial Item Group

**CUSTOMER FEEDBACK SURVEY**

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After completing this form and clicking submit, an automatic email will be sent to [dcma.boston-ma.eastern-rc.mbx.commercial@mail.mil](mailto:dcma.boston-ma.eastern-rc.mbx.commercial@mail.mil) where the feedback will be reviewed. If you experience any issues with this process, you can simply save the PDF and email it to us as an attachment. We appreciate your feedback so we can better our service.

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**SATISFACTION OF DCMA CIG SERVICES PROVIDED**

Overall Satisfaction Rating 1-5 (5 = Most Satisfied)      Type of services provided.      Case Number

How satisfied were you with the CIG's customer request intake process?

Please leave any additional feedback regarding the CIG's request intake responsiveness.

How satisfied were you with the CIG's communication during the review?

Please leave any additional feedback regarding the CIG's timeliness, professionalism, etc.

How satisfied were you with the CIG's final work product(s)?

How satisfied were you with the time it took to receive a final report?

Did the CIG deliver a value added work product for your acquisition?

Yes      No

Please estimate the time and \$ saved by utilizing the DCMA CIG services.

Time (Days)      Dollars (\$)

Would you like additional information on how the CIG can assist buying commands/program offices to better integrate commercial solutions early in the acquisition process and/or if you would like the CIG to follow up regarding this survey please select yes and include your contact information below.      Yes      No

**CONTACT INFORMATION (Optional)**

NAME:      PHONE:

First      Last

EMAIL:      AGENCY:      BUYING COMMAND:      PROGRAM NAME: