



## Defense Contract Management Agency Commercial Item Group (CIG)

### 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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Overall Satisfaction Rating

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 timeliness?

How satisfied were you with the CIG's quality of product?

How satisfied were you with the CIG's professionalism?

If the rated support was no longer available, the impact on your job would be?

Please leave any additional feedback regarding your experience with the CIG.

Has the contract been awarded?      Yes      No      Contract Number

Please provide any actual negotiated (if awarded) or  
estimated time or dollars saved by using the CIG services.      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: Last, First

PHONE:

EMAIL:

AGENCY:

BUYING COMMAND:

PROGRAM NAME: