

Abstract

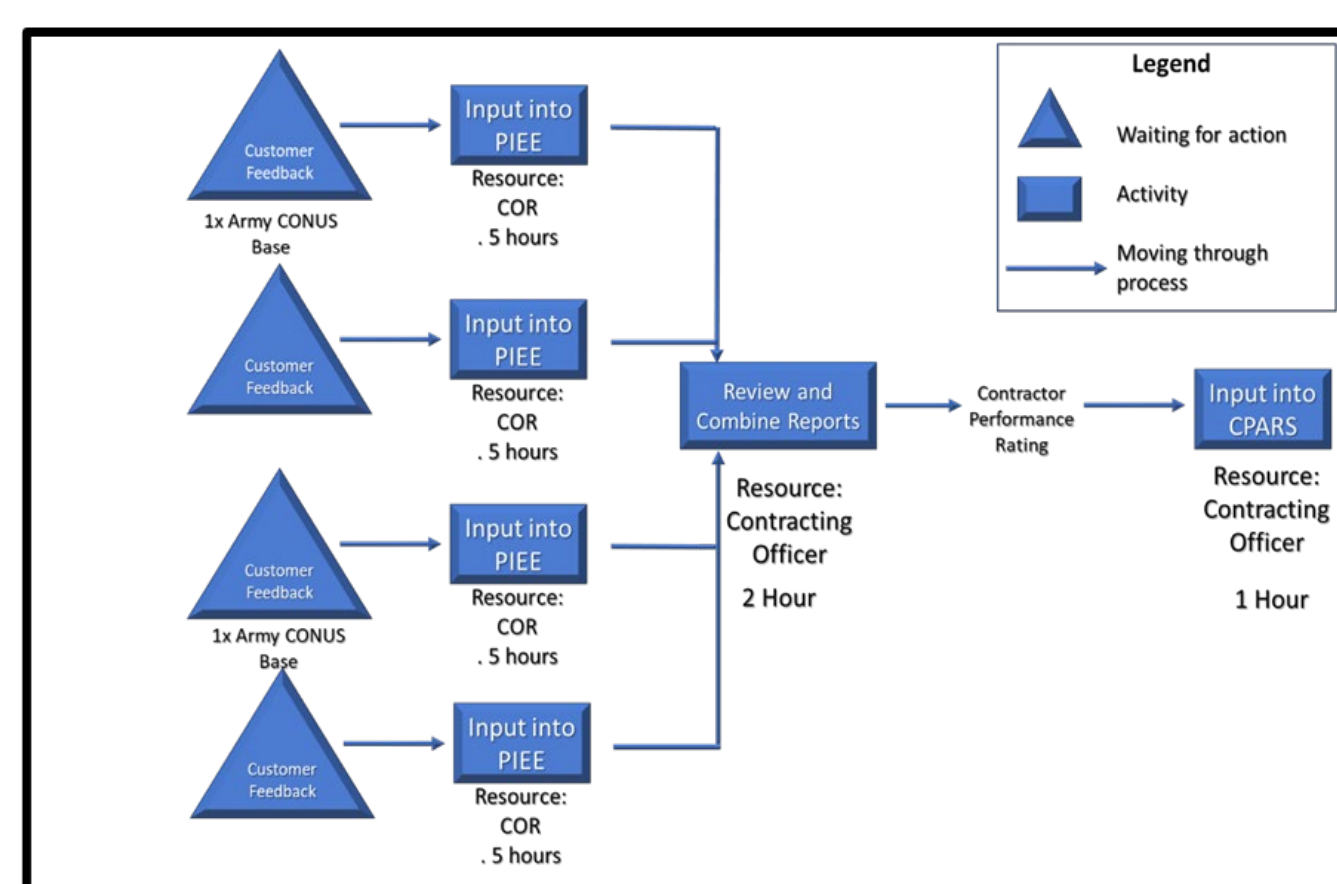
The purpose of this research is to examine how end user feedback for Army service contracts could be standardized and streamlined to better inform the requirements managers. We examine how three Army requirement managers from a MICC, PEO and combat theater currently collect, evaluate, document, and disseminate end user feedback for service contracts and what considerations they use in their evaluations to improve those contracts so that we may identify shortfalls and possible alternate processes that could improve results. We then use process analysis and a lean assessment to identify how these alternate processes could improve Army service contract operations. Based on the participants answers, process mapping and Lean assessment, we conclude that there are several inefficiencies within the Army's customer feedback process. The inefficiencies lie within the capacity or availability of the appointed individual conducting surveillance, Type One Muda derived from reports waiting for further action, and the bottleneck created by the TOR/CORs/KO reviewing and combining reports. Additionally, the Lean assessment found a lack of flow and pull through all three processes. We conclude the project by making a recommendation for an incremental release of a smart phone application (app) that can be leveraged by all ranks, agencies, and service contracts. We recommend further research into the COR nomination process, and on the variances in quality of surveillance and customer feedback.



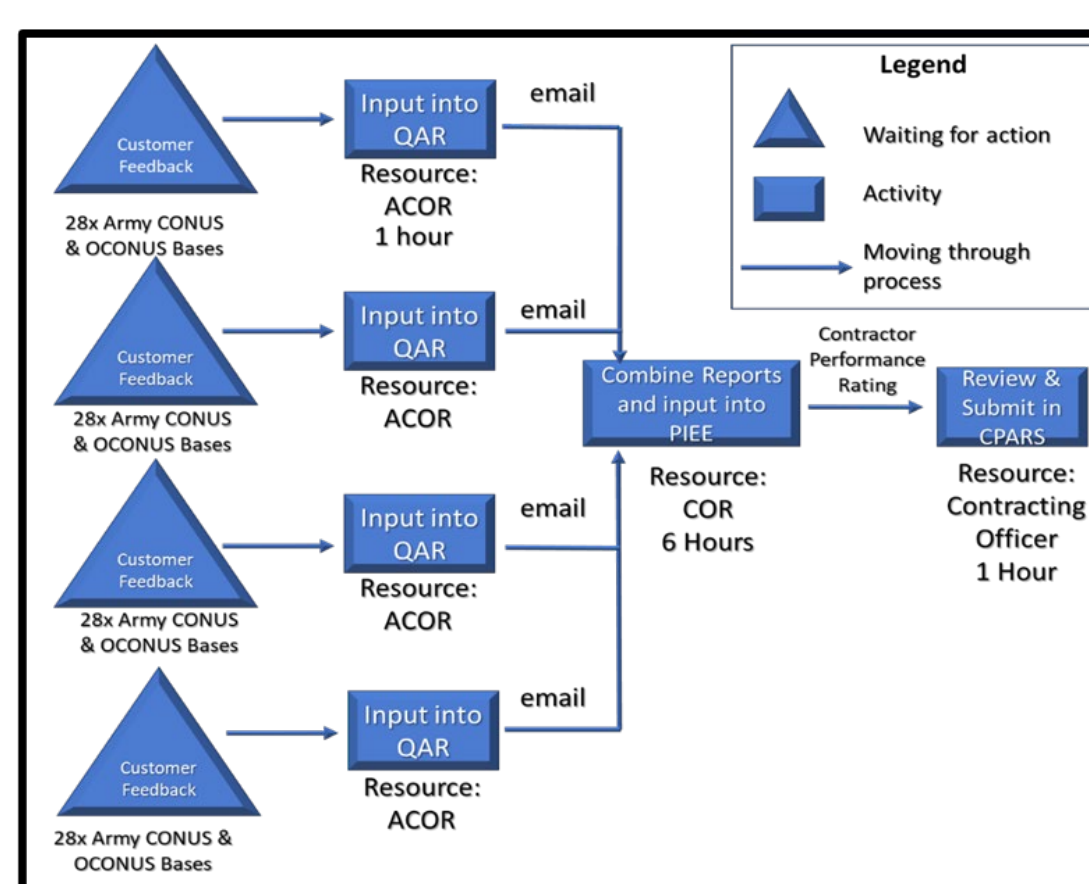
Performance Assessment Strategy or Governance Process

- Essential for ensuring value is delivered
- Insight nor oversight into performance
- QASP or Performance Management Plan defines process and key participants
- Measures key process and high risk functions that affect clients mission outcomes
- Link to performance incentive strategy
- Identify strategy for dealing with problem performance issues and performance reviews
- Include Earned Value Management when appropriate

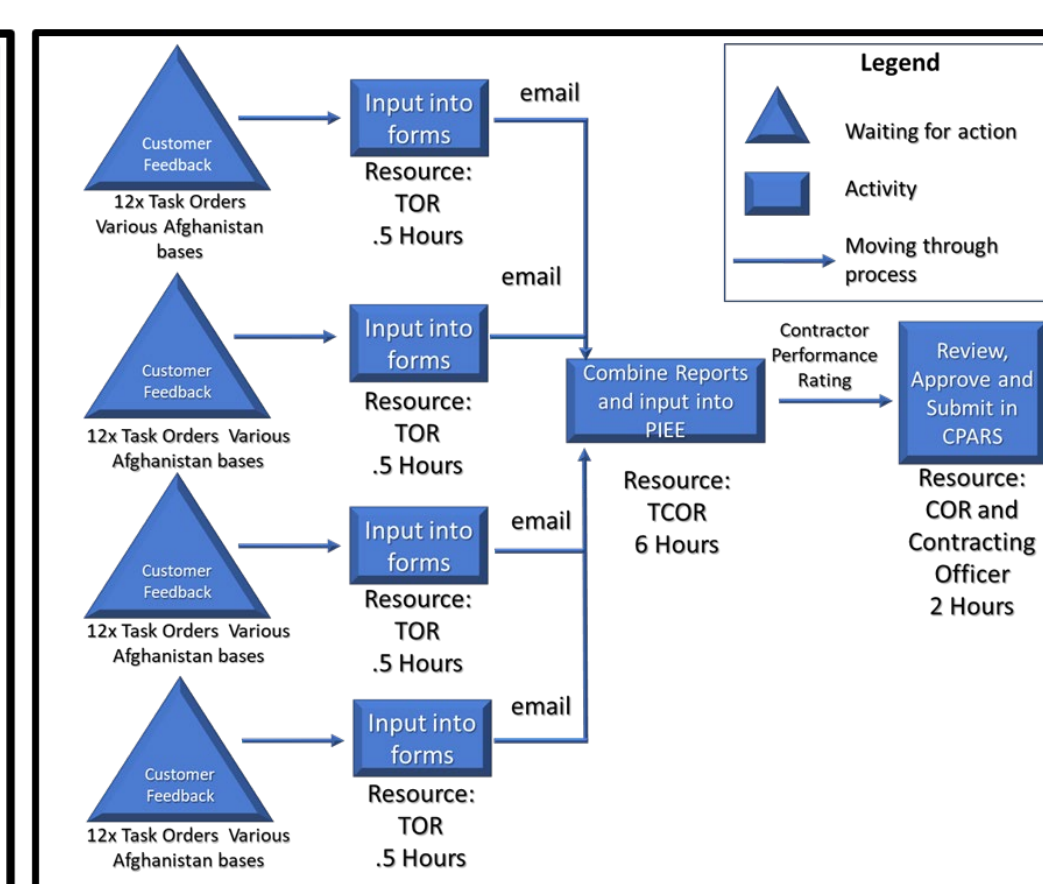
Methods



Military Installation Contracting Command Lean Assessment



Program Executive Office Lean Assessment

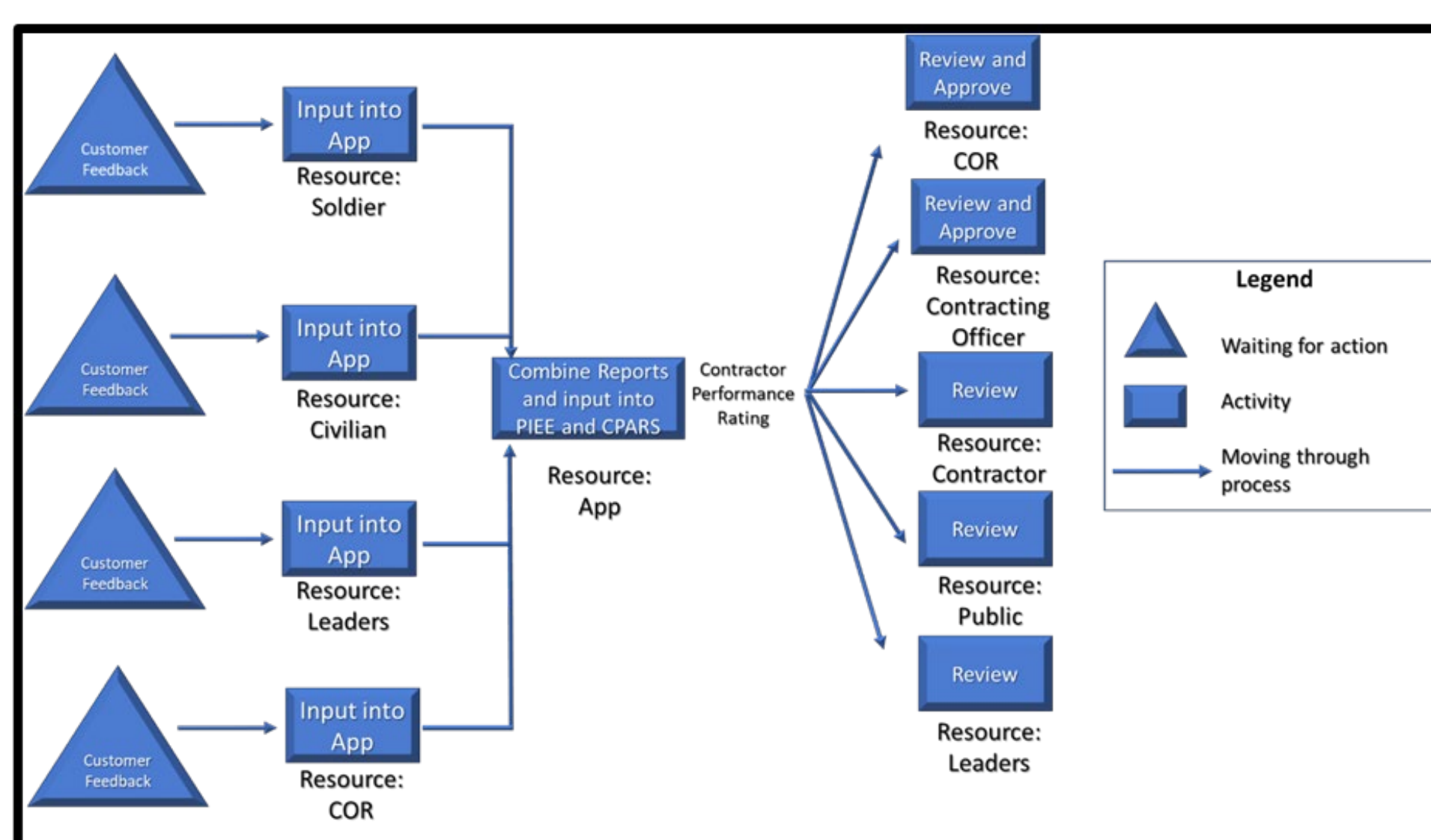


Combat Theater Lean Assessment

Presented: The process mapping utilized for each different demographic studied used for analysis of customer feedback data through Lean assessment that identified specific values, waste, and bottlenecks for each process.

Recommendation

- Phase 1** of the solution would focus on the award of a firm-fixed-price, performance-based contract for a smartphone app prototype. The app would be used as a pilot program and tested on one agency and one base.
- Phase 2** the app would become available to all bases and agencies. Each base would have the option to award a contract. The app would continue to focus on service contracts and would enable the customer feedback of service contracts that serve more than one base.
- Phase 3** would proceed to the interoperability of the app with PIEE and CPARS. The requirement manager would not have to input the ratings from the app into PIEE or CPARS, as the app would execute the data for them.
- The lack of standardization and issues with subjective customer feedback is also addressed by this solution. The current process and ongoing efforts to improve the customer feedback assessment method does not have a solution to filter the subjective customer annotations and then transcribe and format the end user's complaints to input into CPARS.



Army Customer Feedback Process with App