



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE NC 28542-0004

5000
S-4/S-6/BPO

NOV 16 2010

COMMANDING OFFICER'S POLICY LETTER 04-10

From: Commanding Officer
To: Distribution List

Subj: COMMAND POLICY FOR USE OF THE INTERACTIVE CUSTOMER
EVALUATION SYSTEM

1. Continually assessing and improving this Command's performance is critical. The Department of Defense Interactive Customer Evaluation (ICE) system is a good tool for making Command assessments, monitoring performance, and identifying unforeseen requirements.

2. For ICE to be an effective tool, an effective feedback mechanism is required. Therefore, to ensure effective use of the ICE system, the following guidance is provided:

a. All staff sections will encourage the use of the ICE system and solicit input from their customers;

b. ICE comment cards will reflect the following statement for benefit of the submitter:

If you have requested a response and provide contact information, you can anticipate a response within 24 hours or the next working day. If you do not receive a timely answer, please call 45X-XXXX or 45X-XXXX. (These telephone numbers will be the telephone numbers of the Department Head and Deputy)

c. The designated Service Provider Managers (SPM) in each staff section are responsible for answering ICE comments that request a reply within 24 hours or next working day by telephone or e-mail. If a complete answer cannot be provided in 24 hours, an interim reply will be provided indicating the issue is being addressed, or has been redirected to the proper staff section.

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If a telephone response is provided, the SPM will document the response in ICE. If the primary SPM will be absent for an extended period, the alternate SPM will be responsible for making timely replies. In cases where a response is not requested, but an issue needs to be resolved, follow-up information must reflect action taken.

d. Commanders, Department Heads, and Deputies will routinely review all ICE comments, replies, and follow-up actions under their cognizance in order to ensure effective use of ICE feedback to improve operations. Department Heads and Deputies will be registered in ICE and provided "Reports plus Comments plus Follow-up" access in ICE to facilitate their review.

e. Commanders, Department Heads, and Deputies will provide weekly input directly to the Commanding Officer regarding the ICE comments they are receiving and action taken.

f. The ICE Site Manager will monitor all Marine Corps Base, (MCB) Camp Lejeune ICE comments and responses to ensure timeliness, accuracy, and to ensure the proper Commanders or Directorates are responding. The ICE Site Manager will identify trends and/or problems and report them to the Commanding Officer immediately.

3. Point of contact for this Command is the MCB Camp Lejeune ICE Site Manager, S-4/S-6/Business Performance Office (BPO), at (910) 450-5108.


D. J. LECCE

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