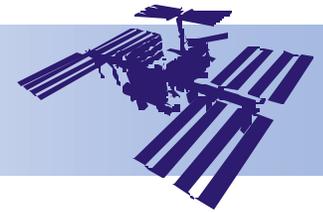


ISS Utilization Customer Satisfaction

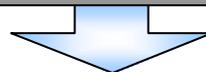
17 September 2004

[POC: Dan Hartman/OZ]



Customer Satisfaction, Increments 5 through 8

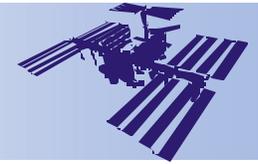
METRIC TYPE	STATUS	ORGANIZATION	ACCOUNTABLE POC	UPDATED
▶ Manager's Level Performance Indicator		▶ OZ	▶ Hartman	▶ 9/17/04
DESCRIPTOR				
<ul style="list-style-type: none"> ▶ ISS Utilization Customer Satisfaction measures the quantitative survey feedback from ISS research users on processes and services related to the development, integration, and operation of ISS research investigations. ▶ The ISS Utilization Customer Satisfaction Overview commenced in June 2003 and tracks the overall satisfaction of Payload Developers, Principal Investigators, and Dual-Role PDs-PIs on a per Increment basis, and based upon a selection of response data from the ISS Utilization Survey. ▶ The ISS Payloads Office, using the Lean Six Sigma methodology, implements a number of process improvements stemming from these results and targeted parameters. 				
STATUS DETAIL				
<ul style="list-style-type: none"> ▶ Collection of Increments 7 and 8 Survey responses has just been completed. First-level statistical processing of the numerical scores is complete and analysis of the verbal comments is in work. A combined Increment 7 & 8 Quick-Look Report to OZ management is being assembled, with an Increment 7 and 8 Final Report to follow. ▶ The Overall Satisfaction Index decrease from 77 to 70 between Increments 7 and 8 respectively is the first observed decline in this metric. The decline appears to reflect overall lower levels of satisfaction for customers who started investigations on Increment 8 compared to those continuing from prior Increments. The decline is not strongly reflected in other Survey questions reported in the present metrics, with the exception of satisfaction with end-to-end Payload Integration, which declined significantly. 				
PERFORMANCE INDICATOR METRICS				



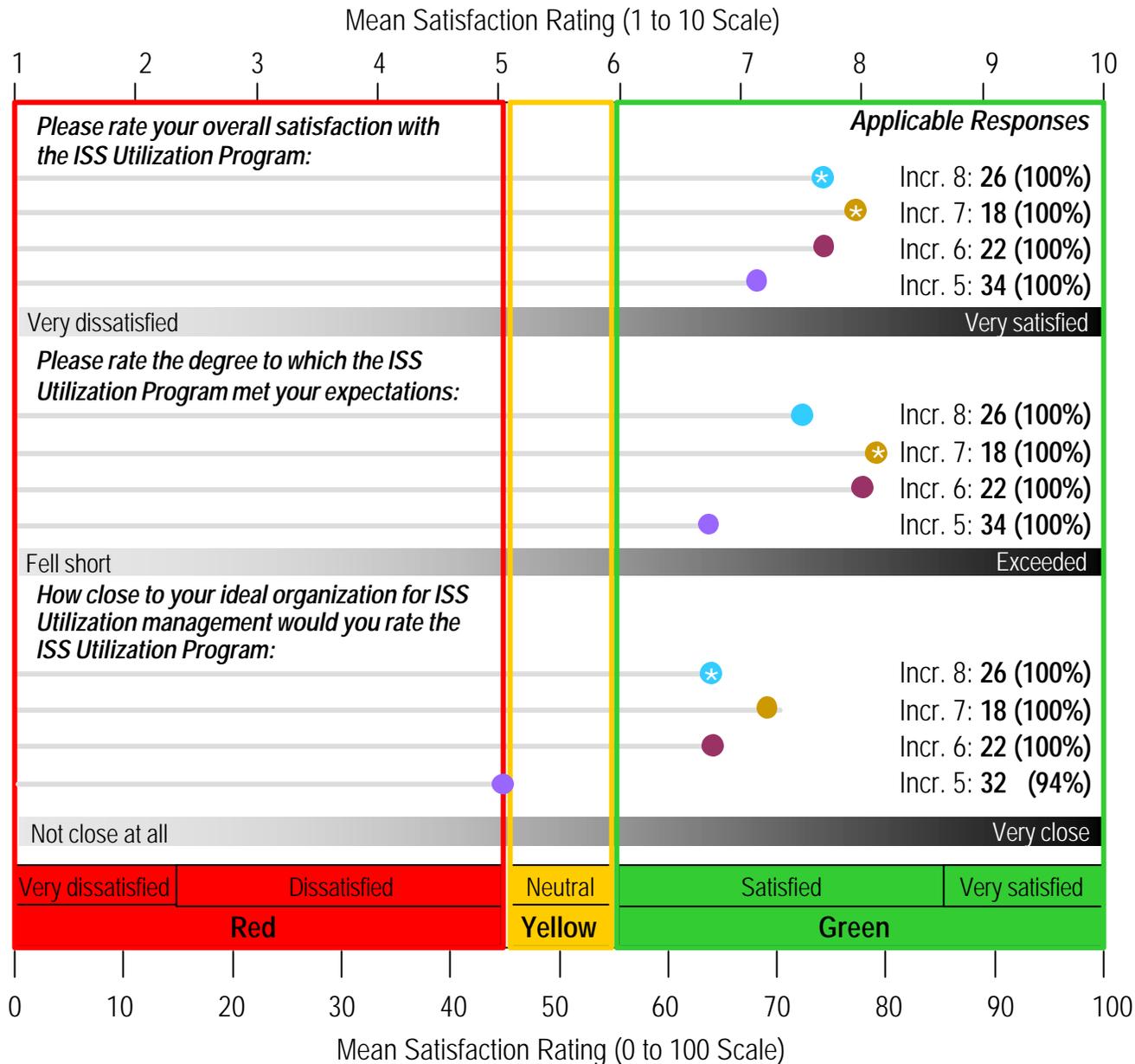
Metrics / Performance Information

ISS Utilization Customer Satisfaction Overview - Increments 5, 6, 7 and 8 Mean Satisfaction Ratings with Satisfaction Level Metrics for Overall Satisfaction Index (OSI) Basis Questions

17 September 2004



[POC: Dan Hartman/OZ]



INDUSTRY RANKINGS Score*

Amazon.com	84
ISS INCREMENT 7 OSI	77
Retail Industry (aggregate)	75
Wal-Mart	75
ISS INCREMENT 6 OSI	73
ISS INCREMENT 8 OSI	70
Federal Government (aggregate)	70
NASA/Glenn Research Ctr	67
Airlines (aggregate)	66
McDonald's	64
Federal Aviation Agency (commercial pilots)	64
Internal Revenue Service (tax filers)	63
ISS INCREMENT 5 OSI	60
National Science Foundation (grantees & applicants)	58

*Source: American Customer Satisfaction Index (ACSI) 2004

The American Customer Satisfaction Index (ACSI) is a long-standing organizational cross-comparison index for customer satisfaction. We use an OSI calculated from methods that approximate ACSI.

* No statistically significant change from previous Increment.

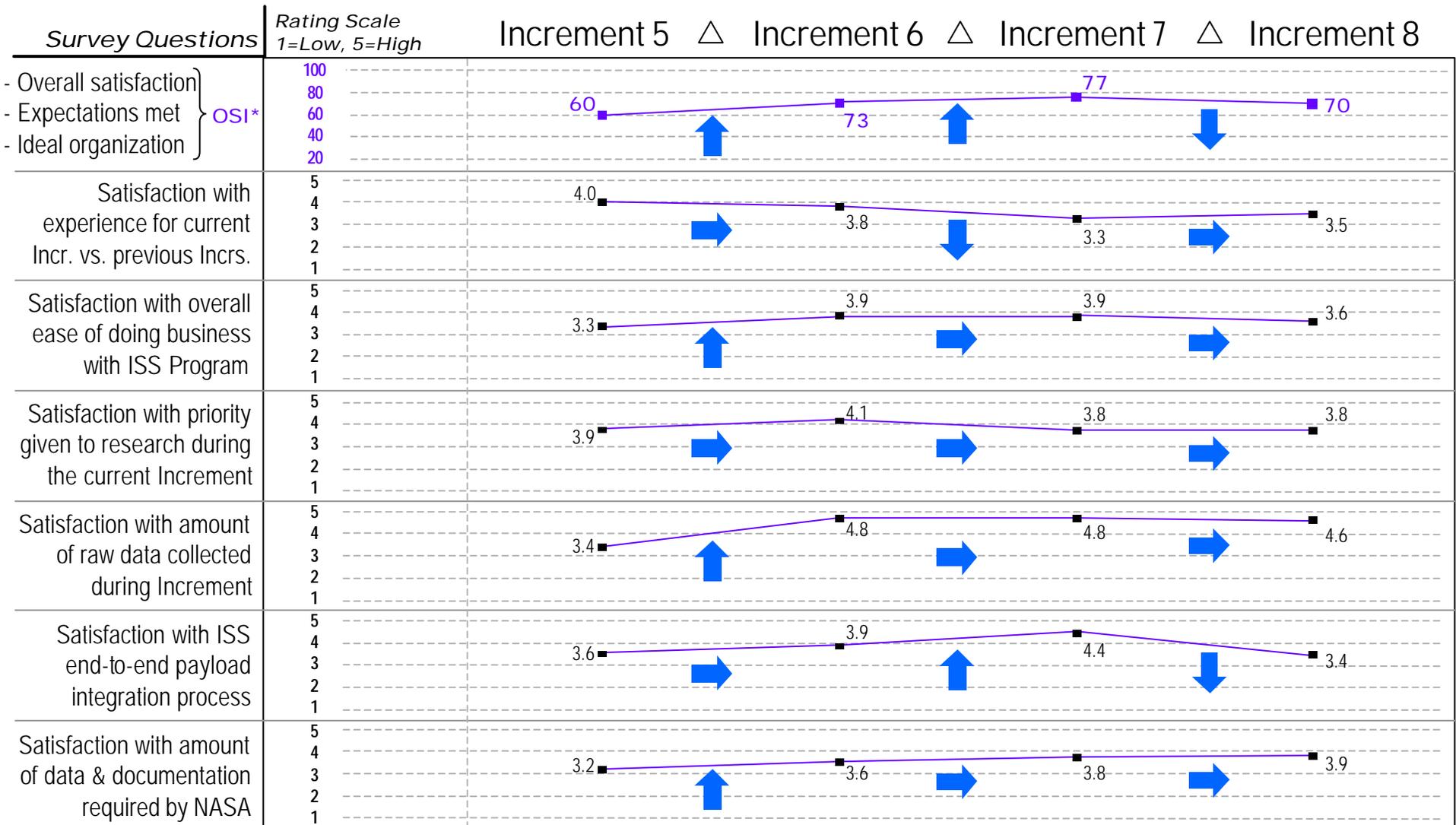
ISS Utilization Customer Satisfaction Overview – Mean Values

17 September 2004

[POC: Dan Hartman/OZ]



Mean values of ratings given by Payload Developers (PDs), Principal Investigators (PIs) and dual-role PDs-PIs in response to selected questions from the ISS Utilization Survey. Comprehensive data from Increments 5 and 6 are published in the *ISS Payloads Office Customer Satisfaction Survey Final Report and Analysis of Results* for each of those respective Increments. A final report encompassing the combined results from Increments 7 and 8 is in process.



* Overall Satisfaction Index (OSI) score for ISS Utilization Program is obtained by taking basis question ratings on a 1 to 10 scale, converting to 0 to 100, and then averaging.

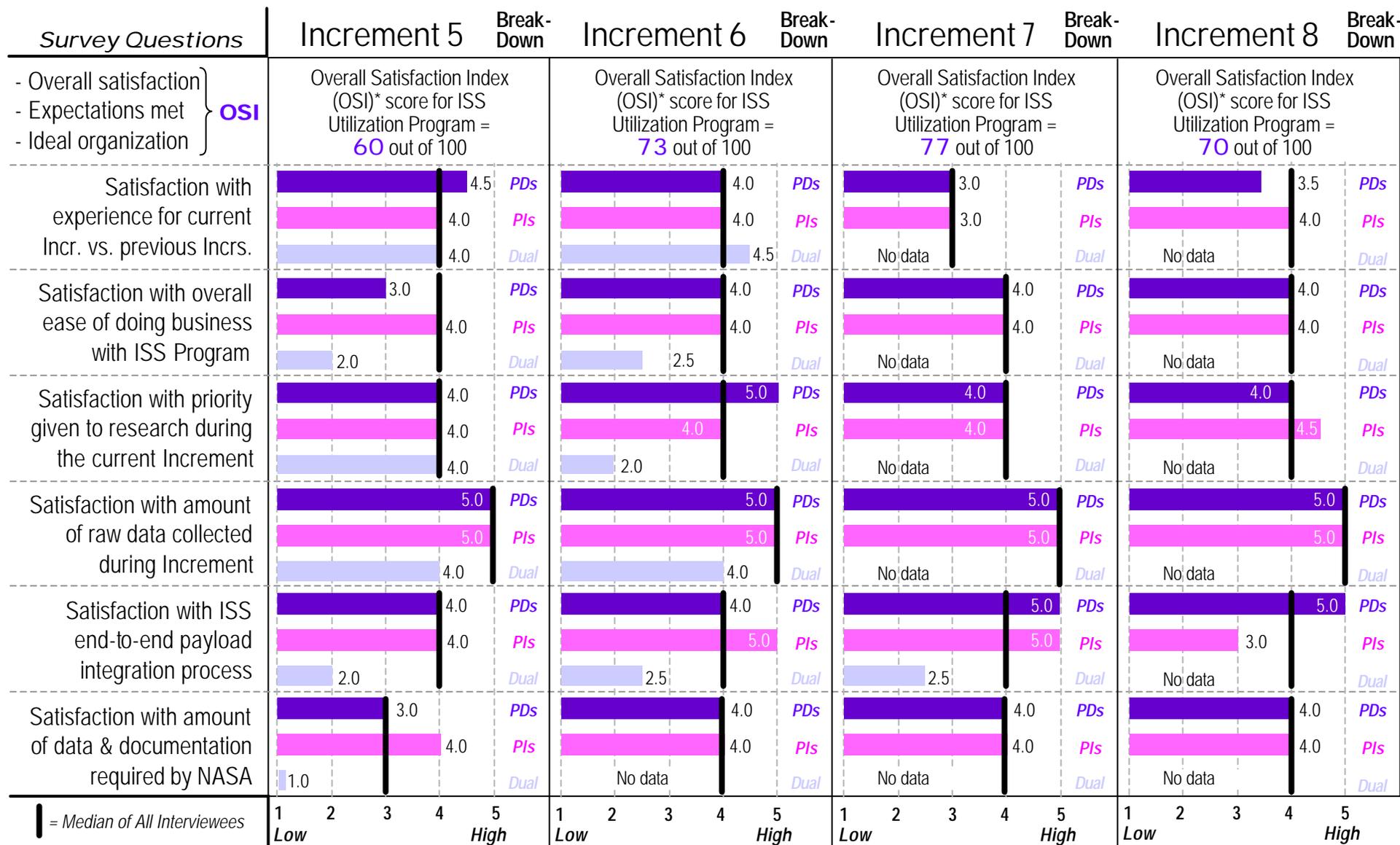
ISS Utilization Customer Satisfaction Overview – Median Values

17 September 2004

[POC: Dan Hartman/OZ]



Median values of ratings given by Payload Developers (PDs), Principal Investigators (PIs) and dual-role PDs-PIs in response to selected questions from the ISS Utilization Survey. Comprehensive data from Increments 5 and 6 are published in the *ISS Payloads Office Customer Satisfaction Survey Final Report and Analysis of Results* for each of those respective Increments. A final report encompassing the combined results from Increments 7 and 8 is in process.



* OSI is obtained by taking basis question ratings on a 1 to 10 scale, converting to 0 to 100, and then averaging.