

OFFICE OF THE ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT



CUSTOMER SERVICE *Bill of Rights*

Our valued and important customers are comprised of individuals both external and internal to our organization. Whether we are providing or receiving service, we represent the Office of the Assistant Chief of Staff for Installation Management (OACSIM), the Army, and the Nation.

As both a Provider and Customer, we, the Employees, pledge to:

- Treat others with honesty, dignity, respect, fairness, and professional courtesy
- Solve problems through excellent customer service and cooperation

We demonstrate this pledge through these five standards:

I. The Right to Excellence

As Customers, we have the right to expect an OACSIM workforce dedicated to continuous performance excellence. Priorities are safety first, serving our customers, teamwork, and continuous improvement through strong leadership. As Providers, we have the right to receive accurate information in order to create informed solutions. We will guarantee a quality product or service that meets or exceed expectations.

II. The Right to Timeliness

As Customers, we have the right to timely communication via telephone, e-mail, or face-to-face. As Providers, we have the right to receive punctual responses to our follow-up questions or concerns. Even under stressful situations, as Customers and Providers, we will be courteous, respectful, and fair.

III. The Right to Responsiveness

As Customers, we have the right to prompt responses to all our requests in accordance with available resources and capabilities. As Providers, we will acknowledge receipt of an e-mail, FAX, or telephone call within one business day. We will investigate and act to resolve customer requests/concerns within two working days of receipt (or within the suspense provided) and respond with a solution or interim update.

IV. The Right to Accessibility

As Customers, we have the right to engage OACSIM personnel face-to-face, telephonically, and by email during normal work hours. Suspenses are important, and we, as Providers, promise our availability to meet all suspenses or to work cooperatively when an extension is required.

V. The Right to Commitment

As Customers, we have the right to expect Providers to exercise the best use of their knowledge and skills and take responsibility for the answers they provide. As Providers, we are committed to contributing to the success of our customers. As Customers and Providers, we will be responsible and professional at all times.

SIGNED

We, the Employees of

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