

USPS Market Dominant Product Customer Satisfaction Measurement (CSM) Survey Instruments

I. PREFACE

A. Purpose and Content

USPS-FY08-38 consists of the electronic copies on CD-ROM of the two survey instruments used by the Postal Service to develop measures of customer satisfaction for fiscal year 2008. The first is the US Postal Service Delivery Opinion Survey used to survey residential and small business postal customers. The second is the USPS Feedback Questionnaire, which was used to survey national and premier account businesses that use the mail.

B. Predecessor Document

None previously filed with Commission.

C. Methodology

Survey respondents are invited to complete the surveys online.

D. Input/Output

The included files rely on no input data. Since these files merely contain survey instruments, but no actual data, there are no data outputs. CSM data are reported in the ACR.

II. ORGANIZATION

The relevant survey instruments are provided on the accompanying CD-ROM. The '08CSM.Del.Op.Sur' file contains the contents of the Delivery Opinion Survey. The '08CSM.Feed.Quest' file contains the contents of the Feedback Questionnaire.