

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

I. PREFACE

A. Purpose and Content

USPS-FY09-38 consists of the electronic copies on CD-ROM of the three documents. The first two are survey instruments used by the Postal Service to develop measures of customer satisfaction for fiscal year 2009: (a) the US Postal Service Delivery Opinion Survey used to survey Residential and Small Business postal customers; and (b) the USPS Feedback Questionnaire, which was used to survey Large Commercial customers -- national and premier account businesses that use the mail. The third document consists of summary customer satisfaction survey data generated by use of these instruments.

B. Predecessor Document

USPS-FY08-38 was previously filed with Commission in connection with the Annual Compliance Report for FY 2008.

C. Methodology

Survey respondents are invited to complete the surveys online.

D. Input/Output

The Survey and Questionnaire files rely on no input data. These files merely contain CSM instruments, but no actual data, there are no data outputs. Annual summary CSM data are reported in the ACR. Additional output data are contained in the Results file.

II. ORGANIZATION

The survey instruments and data are provided on the accompanying CD-ROM.

The 'FY09.MDP.POS.Survey' file contains the contents of the USPS Residential/Small Business Opinion Survey.

The 'FY09.MDP.LCBusiness.Online.Survey' file contains the contents of the USPS Large Commercial Business Feedback Questionnaire.

The 'MPD.YTD.FY09.Results' file is a workbook containing summary customer satisfaction data generated through use of the Survey and the Questionnaire.