

The Bernd Group, Record for Monitoring and Measurement of Customer Value & Satisfaction

FMP log id no	Who entered record?		
1062		Name Customer Company	Lockheed Martin
Date entered:	12/25/07	Name Customer Contact	Horatio Denson
Date of Feedback:	11/19/07	Customer Contact Position	VP Operations & Supply Chain Management
Main focus:			
Type of Record	Cstmr Written Feedback~Positive		

Is this a record from F-723-009?

CUSTOMER FEEDBACK RECORD

Posted in ISO Share Folder & Binder

Status of Record

- Posted in ISO Share Folder & Binder
- Posted in Individual's HR folder on S
- Recorded for Powerpoint
- Recorded for WEB Site
- Pending TBG Response to Customer
- Pending
- Recorded in MFA for Survey 2007
- Initial response sent to customer
- Other...

Feed back: TBG Received Letter from Horatio Denson details on their CMMI 5 achievement and thanking TBG as a supplier for help. Full text is recorded as Pdf doc: CstmrFdbk 11-19-07 LM Horatio Denson LTR re LMTeam CMMI 5 achvmnt.pdf
In part the letter says:
 "In essence Owego's Level 5 Rating helps to ensure programs will be completed on time and on budget with reduced risk, yielding top quality products with the highest level of customer satisfaction. Although this achievement reflects processes that are specific to our company, the processes that we use are designed to assure that we all collectively support our customers. **Without support from you, we would be unable to meet and exceed our Level 5 Rating, so thanks are in order. As a systems integrator, Lockheed Martin Systems Integration -Owego realizes the importance of and values its partnerships.**"

Date Summary of Log Submitted to Quality Management Review Team

Work sheet for ANALYSIS of Positive Customer Feedback

If this feedback or improvement identifies a specific process, list the 3 digit ISO Key Process number here

Team	Position
Lockheed	
RE Key Deliverable	Excellent level of service

What does the customer want TBG to improve?

Improvement Notes or additional description

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FMP Project Planning Number?

Did analysis and response of this feedback result in a process improvement?

If YES, Complete field below

Improvement Identifv Status of

Status date recorded

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