



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT BELVOIR
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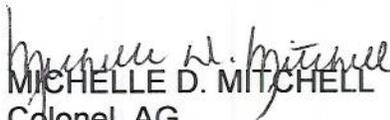
IMBV-PAI

14 August 2014

MEMORANDUM FOR US Army Fort Belvoir Garrison Directors

SUBJECT: Fort Belvoir Policy Memorandum #47, Interactive Customer Evaluation (ICE) Program

1. REFERENCE. Installation Management Command (IMCOM) Policy Memorandum 5-1-1 Interactive Customer Evaluation (ICE) Policy, 29 May 2012.
2. PURPOSE. To provide guidance for maintaining and promoting an ICE program that effectively captures customer feedback and monitors service provider responses.
3. APPLICABILITY. This policy applies to all service providers, directorates and managers under the operational control of Fort Belvoir Garrison.
4. POLICY.
 - a. The US Army Garrison Fort Belvoir is a customer oriented installation that provides services at the retail level. Our goal is satisfied customers.
 - b. One of the most valuable tools available to garrison managers and leaders is feedback. Managers are expected to actively solicit and assess feedback for continual improvement to the quality of our services.
 - c. We ask our customers to take the time to provide feedback through the ICE System. Together, we make Fort Belvoir *"The Premier Installation Our Community Calls Home."*
5. PROPONENT. The proponent for this policy is the Plans, Analysis, and Integration Office at 805-3468, DSN 655-3468.


MICHELLE D. MITCHELL
Colonel, AG
Commanding

"LEADERS IN EXCELLENCE"