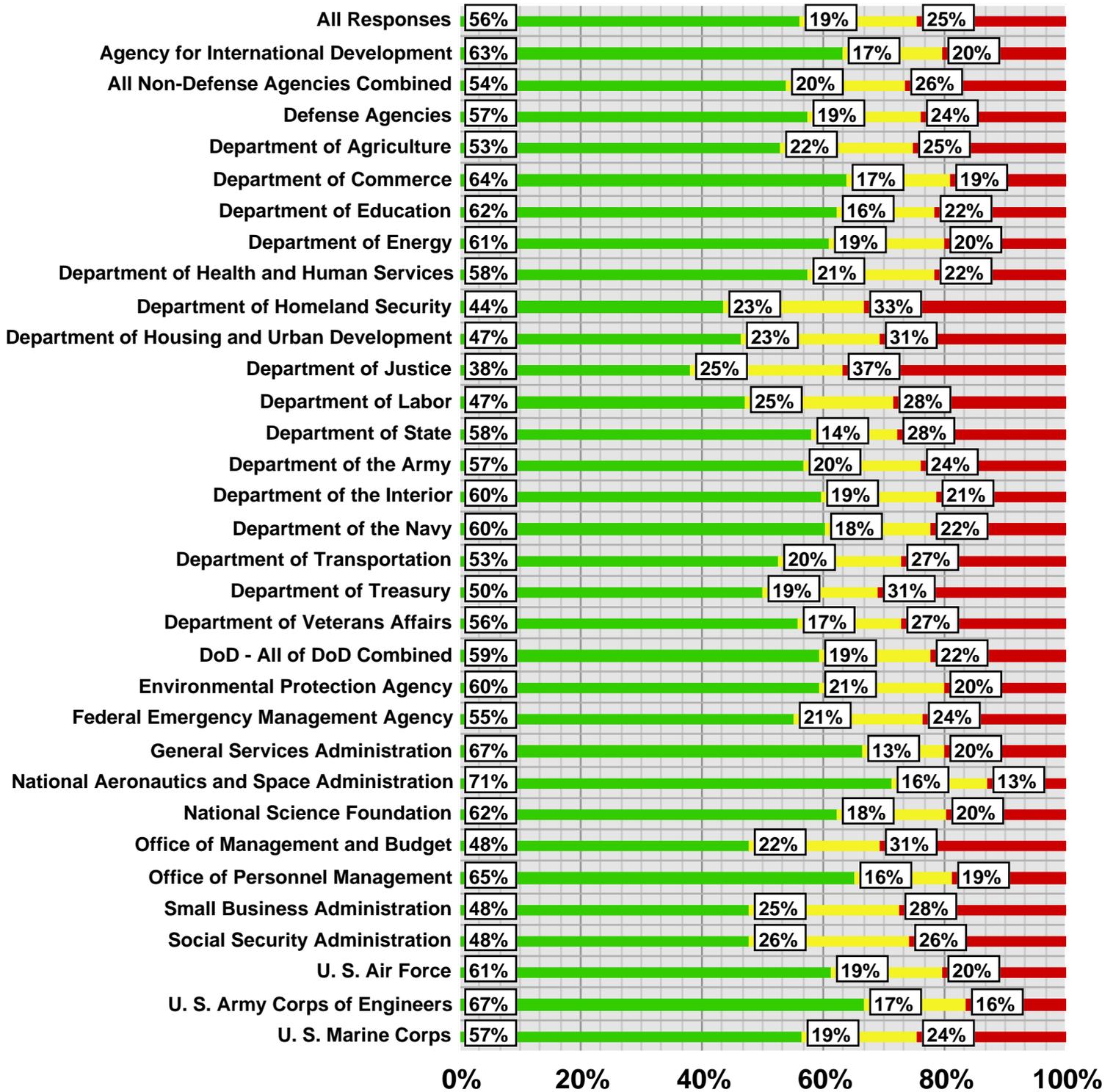


(3) Products and services in my work unit are improved based on customer/public input. (All Agencies -- FERS)



■ Positive Responses
 ■ Neutral Responses
 ■ Negative Responses