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Bureau of Political-Military Affairs

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## SPECIAL EDITION

### Office of Defense Trade Controls Customer Satisfaction Survey



*Commitment to Our Customers*

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## Office of Defense Trade Controls Customer Satisfaction Survey



The Office of Defense Trade Controls (DTC) and its modern day predecessors have administered control of international arms traffic since the 1930's. Our experience suggests that—even while dealing with resource constraints and reductions—services might be improved by determining what industry considers to be critical, promoting innovation in streamlining processes and restructuring resource allocations, and evaluating performance with realistic goals and standards.

Based on public sector response and some introspection, DTC developed a Customer Service Plan, that was officially published in a 1994 report by the National Performance Review, "Putting Customers First: Standards

for Servicing the American People," and has since been otherwise widely disseminated. In May 1996 we requested a private sector appraisal of the standards and DTC's performance in relation to them. Our analysis of the findings were published in a September 1996 Special Edition of DTN.

We want to ensure that the DTC Customer Service Plan reflects the issues that matter to our private industry customers and helps us improve our service. Therefore, you are encouraged to participate in the survey that follows. ♦



## Office of Defense Trade Controls Customer Service Survey

The Office of Defense Trade Controls would like your opinion on the attached Customer Service Plan and your perception of the service you have received from our office. Please mail or fax your response to the address at the bottom of the survey by **July 30, 1997**. We also request that registrants/applicants only submit a single response.

1. How would you rate the Office of Defense Trade Controls' (DTC's) customer service standards? <input type="checkbox"/> Excellent <input type="checkbox"/> Fair <input type="checkbox"/> Very Good <input type="checkbox"/> Poor <input type="checkbox"/> Good	2. Do you feel DTC meets its customer service standards? <input type="checkbox"/> Yes, definitely <input type="checkbox"/> Yes, somewhat <input type="checkbox"/> No
3. From what unit within DTC have you received service? <input type="checkbox"/> Licensing <input type="checkbox"/> Administration <input type="checkbox"/> Registration <input type="checkbox"/> Computer Services <input type="checkbox"/> Compliance	4. Have you found the person (s) who assisted you at DTC knowledgeable? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
4a. How knowledgeable did you find the person (s) at DTC? <input type="checkbox"/> Very knowledgeable <input type="checkbox"/> Somewhat knowledgeable <input type="checkbox"/> Knowledgeable <input type="checkbox"/> Not knowledgeable	5. Was the service completed? <input type="checkbox"/> Sooner than expected <input type="checkbox"/> As expected <input type="checkbox"/> Later than expected
6. Were you treated in a courteous and professional manner by DTC personnel? <input type="checkbox"/> Yes <input type="checkbox"/> Not applicable <input type="checkbox"/> No	7. Is there any issue you feel needs to be reviewed in DTC's Customer Service Plan? Identify the issue. <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Do you feel DTC's Customer Service Plan is complete? <input type="checkbox"/> Yes <input type="checkbox"/> No	8a. If no, please state the issue (s) not addressed.
9. How does DTC generally rate against agencies that offer like or similar service? <input type="checkbox"/> Better than others <input type="checkbox"/> Worse than others <input type="checkbox"/> Same as others	10. How does DTC rate against other government offices specifically in the area of customer service? <input type="checkbox"/> Better than others <input type="checkbox"/> Worse than others <input type="checkbox"/> Same as others

**Mail to: Office of Defense Trade Controls  
Customer Service Survey  
PM/DTC, Room 200, SA-6  
Washington, D.C. 20520-0602**

or

**Fax to: (703) 875-6647**

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# DTC's Customer Service Plan

## *Commitment to Our Customers*

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*In accordance with the Administration's National Performance Review, all Federal agencies that provide significant services directly to the public are required to publish a customer service plan. The plan below explains DTC's mission, services DTC provides, and DTC's commitment to quality. As a part of our continuing effort to provide quality service, DTC will periodically survey the community it serves.*

### **Our Mission**

The Office of Defense Trade Controls, in accordance with Sections 38-40 of the Arms Export Control Act (AECA or 22 U.S.C. 2778) and the International Traffic in Arms Regulations (ITAR), controls the permanent and temporary export and temporary import of defense articles and defense services by taking final action on license applications and other requests for approval for defense trade exports and retransfers, and handling matters related to defense trade compliance, enforcement and reporting.

### **Service to Customers**

In order to promote world peace, further U.S. foreign policy and national security interests, and facilitate legitimate export of commodities and services covered by the U.S. Munitions List and to facilitate the best customer service possible DTC is committed to:

- Providing timely, professional, knowledgeable, and courteous service to customers seeking guidance on registration, making applications for a defense export license or other approvals, requesting the status of specific licensing cases, or seeking guidance regarding compliance with export law and regulations.
- Taking initial action on all license applications (approve, disapprove, return without action, or coordinate with other offices) within 10 working days of receipt.
- Informing each registered individual and company with timely information on the status of their license application. For persons who do not have electronic access to the DTC (system) timely telephone responses are provided. Telephone inquiries are responded to by a responsible officer within 24 hours of receipt.
- Providing timely and authoritative guidance to the U.S. defense industry regarding export policies, procedures, and practices, based on interpretation of the International Traffic in Arms Regulations (ITAR), the Arms Export Control Act (AECA) and other pertinent laws, national interests, and multinational agreements or arrangements. This includes the presentation of and participation in organized seminars, in house training, and other public outreach efforts, such as the *Defense Trade News*.
- Enhancing automated data processing to facilitate the electronic handling of requests for licenses and other approvals and to increase responsiveness to U.S. government requests for assistance.
- Ensuring proper compliance with U.S. regulations, effective investigative and prosecutorial enforcement actions, as well as administrative procedural follow-up against violators of the AECA and the ITAR.
- Surveying customer satisfaction periodically to solicit suggestions for improving DTC services.

## **Commitment to Quality**

The Office of Defense Trade Controls recognizes its responsibility to the American public and other governmental offices to provide the finest service possible at all times. As part of DTC's quest for improvement, the office uses an analytical approach, with statistical methods and other problemsolving tools, to accomplish its licensing and compliance missions.

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## Contacting the Office of Defense Trade Controls

### Postal Address

Office of Defense Trade Controls  
Bureau of Political-Military Affairs  
SA-6, Room 200  
U.S. Department of State  
Washington, D.C. 20520-0602

### Express Mail/Courier Delivery Address

Office of Defense Trade Controls  
Bureau of Political-Military Affairs  
SA-6, Room 200  
U.S. Department of State  
Washington, D.C. 20520-0602  
(Deliver to Main Department of State Bldg.  
2201 C Street, NW  
Use 21st Street "Joggers' Entrance")

### Fax Numbers

Director; Licensing Division;  
*Defense Trade News*: (703) 875-6647  
Compliance Division;  
Computer Support Staff: (703) 875-5663

### General Telephone Numbers

General Information: (703) 875-6644  
Office Director & Deputies: (703) 875-7050  
*Defense Trade News*: (703) 875-5671  
Licensing Division: (703) 875-6644,  
Press 3  
Registration/Compliance: (703) 875-6650,  
Press 4  
Commodity Jurisdiction: (703) 875-5655

### Status Inquiry Telephone Numbers

Case Status Inquiries: (703) 875-6652  
Congressional Case Status: (703) 875-6641  
Automated License  
Status System (ALISS): (703) 875-7374  
Remote On-Line  
Bulletin Board (ROBB): (703) 875-6650

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## Contacting the Deputy Assistant Secretary for Export Controls

Deputy Assistant Secretary for Export Controls  
Bureau of Political-Military Affairs  
PM, Room 7325A  
U.S. Department of State  
Washington, D.C. 20520-7325

## Contacting the Office of Export Control Policy

Office of Export Control Policy  
Bureau of Political-Military Affairs  
PM/EXP, Room 2242  
U.S. Department of State  
Washington, D.C. 20520-2242

Telephone (202) 647-4231  
Fax (202) 647-4232

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## Ordering Forms and Regulations

To order license application forms, write the Office of Defense Trade Controls or fax (703) 875-6647. Please mark your message "**Attn: Forms.**" Specify the type and quantity of forms needed, and provide a phone number and point of contact along with your address. To order a copy of the International Traffic in Arms Regulations, call the Government Printing Office at (202) 783-3238 from 8:00 - 4:00 EST; cite stock number 069-001-000-58-1. Please note that DTC does not distribute the ITAR and GPO does not carry application forms.