

## NAVOSH CUSTOMER SATISFACTION SURVEY

### Instructions

We are constantly looking for ways to improve the quality of our services. To do that, we need to know what you think. We'd appreciate it if you would take a few minutes to respond to our survey.

As a valued customer, your rating of the NAES Safety office is the most important information we could compile. Answer questions as they relate to you.

For most answers, check the box (es) most applicable to you or fill in the blanks. Thank you in advance for your time!

NOTE: All personal information will remain confidential. We will only be using statistical averages of all the surveys returned



## MEET YOUR OSH STAFF

Stephen Rudowski Stephen.rudowski@navy.mil	Safety Manager
**Walter Latosh Walter.latosh@navy.mil	Safety Specialist
Gordon Mason Gordon.mason@navy.mil	Safety Specialist
Bruce Fredericks Bruce.fredericks@navy.mil	Safety Specialist
Nancy Vandegrift Nancy.vandegrift@navy.mil	Safety Specialist
Wes Godwin John.godwin@navy.mil	Safety Technician
PO Jozefick John.jozefick@navy.mil	Aviation Safety
Jennifer Kenney Jennifer.kenney@navy.mil	Safety Technician/Clerk
** Navair Safety Liason	

## Safety Department

Mail to:  
NAVAL AIR ENGINEERING STATION,  
LAKEHURST  
Mailstop 5-1  
LAKEHURST, NJ 08733  
Phone: 732-323-2525

Name (optional):

Phone (optional):

What type of environment do you work in?  
(please circle one)

Office environment

Shop environment

## TEAM LAKEHURST

NAVOSH

CUSTOMER

SATISFACTION

SURVEY



## Safety Department

Occupational  
Safety & Health  
Office

## Rate Your *Navy Lakehurst* Safety Program

1. How often do you contact the Lakehurst safety office?

- Never  1-4 times a month  
 5+ times a month  1+ year

2. Were you able to speak with a member of our team in a timely manner?

- Yes  No

3. Do you feel we cared about your issue?

- Yes  No

4. Did we offer to assist in resolving your issue with a specific plan of action?

- Yes  No

5. Did we provide adequate assistance in resolving your issue?

- Yes  No

6. If your Safety issue resolution took time, did we offer an adequate explanation or suggest another course of action?

- Yes  No

7. Overall, how would you rate your experience with the NAES Safety team? (5 being best)

- 1  2  3  4  5

8. Please rate your satisfaction with the occupational health surveys performed by industrial hygiene personnel? (5 being best)

- 1  2  3  4  5

9. How can we provide better service in the future?



## Rate Your *Department* Safety Program

On a scale from 1-5 5 Being Best

1. Please rate your satisfaction with your Safety Meetings. (Are the meetings interesting, informative, positive, educational, added value?)

- 1  2  3  4  5

2. Please rate your satisfaction with your Department Safety communications. (Are they frequent, timely, informative?)

- 1  2  3  4  5

3. Please rate your satisfaction with Personal Protective Equipment. (Did the equipment meet your needs, provide a level of protection, comfort? Is it available?)

- 1  2  3  4  5

4. Please rate your satisfaction in regard to responding to correct unsafe conditions. (Is it prompt, responsive to needs, sincere concern for improving & correcting?)

- 1  2  3  4  5

5. Please rate your satisfaction with Management/Supervision commitment to your safety. (Are they visibly demonstrating this through actions, and are they leading by example?)

- 1  2  3  4  5

## Rate Your *Personal* Safety

1. Do you make safety your number one priority on and off the job?

- Yes  No

2. Do you always use the proper P.P.E. for the task at hand?

- Yes  No

3. Do you attend daily job briefings? If so? Do you participate?

- Yes  No

4. Do you think the job/task through thoroughly, to eliminate all hazards, before you take it on?

- Yes  No

5. Do you keep your work area clear of all hazards?

- Yes  No

6. Do you care about the safety of others as well as yourself?

- Yes  No

7. Do you inspect and clean the tools of your trade daily?

- Yes  No

8. Do you attend safety training? If so, do you find the training informative? If not, why? (reply below)

- Yes  No

9. Do you ever take shortcuts., even if it means getting the job done faster or easier?

- Yes  No

10. How would you rate your own personal safety? (honest answers will yield honest results)

- 1  2  3  4  5

Comments: