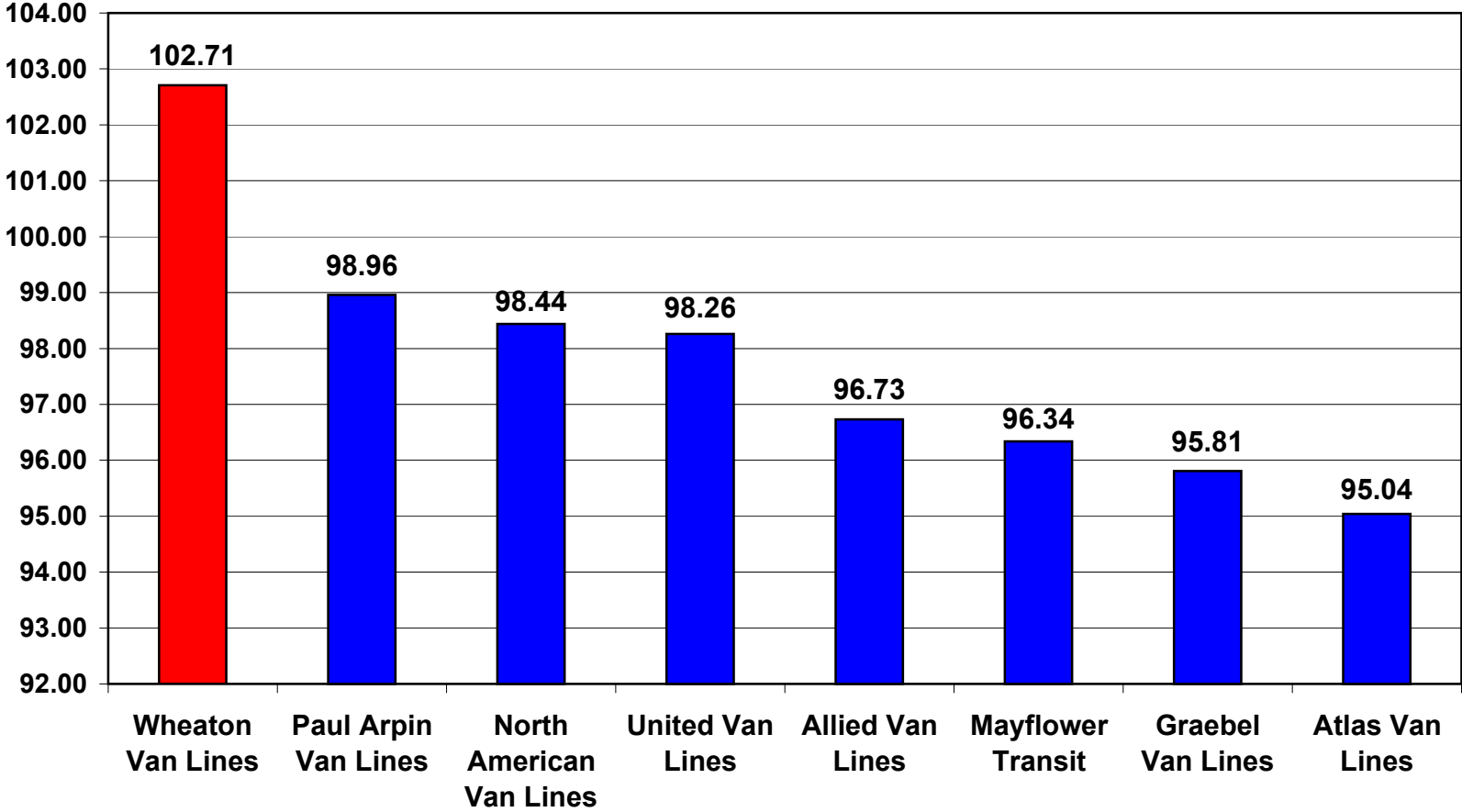


**United States  
General Services Administration  
Customer Satisfaction Index (CSI)**

**GSA 2005 - 2006  
"Customer Satisfaction Index"**



Effective November 1, 2005, through October 31, 2006,  
CSI of 100 indicated average customer satisfaction

Source: GSA **Centralized Household Goods Traffic Management Program (CHAMP)**  
[http://www.gsa.gov/gsa/cm\\_attachments/GSA\\_BASIC/domesticcsi11.1.05\\_R2-eB2-h\\_0Z5RDZ-i34K-pR.pdf](http://www.gsa.gov/gsa/cm_attachments/GSA_BASIC/domesticcsi11.1.05_R2-eB2-h_0Z5RDZ-i34K-pR.pdf)