! YOUR operational readiness is also OUR concern !

- Any USAREUR complainant unit upon discovery of a quality problem contacts the GSC-E Customer Complaint Team (CCT).

- The CCT performs an on-site, unbiased evaluation of the complaint within 48 hours.

- The CCT prepare and submit a PQDR for validated complaints and arrange expeditious on-site repair by the concerned maintenance activity/contractor when possible. Otherwise, direct replacement of defective equipment is arranged through supply channels.

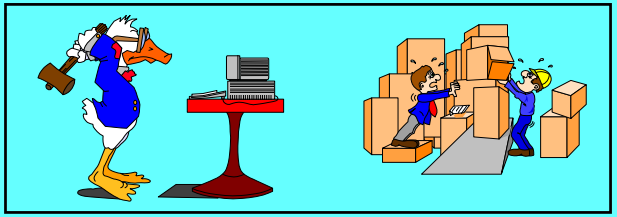
- Units having invalidated claims are offered technical/logistical help to return equipment to an on-line readiness status.

- CONUS related complaints are processed thru AMC.

- The CCT monitor claim compensation, analyses defective equipment trends and provides reports to USAREUR ODCSLOG. They have an active voice in the USAREUR Tiger Team Meetings.

Special Customer information labels are attached to all GSC-E repaired and GSC-E monitored equipment for easy contact information

Below poster has been distributed to GSC-E customers and is posted in all maintenance shops visited by CCT



Quality Problems ?

lift it up !

Report Quality Deficiencies immediately

Call :

USAREUR

Customer Complaint Team

General Support Center - Europe

483 - 3333

Fax 483-3303

e-mail: cct@gsce.21tsc.army.mil