Visitor Survey

Provide your comments on EPA's Lean Publications

EPA ICR No. 1711.05

OMB Control No. 2090-0019 EXPIRATION DATE: 8/31/2009

Welcome to the Lean & Environment Publication Customer Satisfaction Survey. The purpose of this survey is to learn how well Lean & Environment publications are meeting the information needs of users. You will probably need to spend no more than 5 minutes completing this important survey. We appreciate your time.

Questions About Our Publications:

- 1. Please check the publication you are evaluating:
 - o The Lean & Environment Toolkit
 - O The Lean & Energy Toolkit
 - o LeanSixSigma for EHS Professionals
- 2. a. Please check the method that best describes how you found the publication:
 - Link from EPA's Lean web sites
 - ° Link from other web site
 - ° Conference
 - Referral from a friend or colleague
 - ° Magazine article
 - ° Presentation
 - ° Other



b. Please list the method that would be the most satisfactory method to find publications in the future.

Questions for Improving Customer Satisfaction with our Publications

3. Overall, how satisfied are you with the publication?

Extremely dissatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A
C	Q	O	Q	O	Q	Q

4. How satisfied are you with the content of the publication?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	C	C	C	Q	C	Q	O					
5. How satisfied are you with the understandability of the publication?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	O	O	C	Q	O	Q	Q					
6. How satisfied are you with the graphics?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	Q	Q	O	Q	O	Q	O					
7. How satisfied are you with the usability?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	C	C	C	Q	C	O	O					
8a. How satisfied are you with the information it provides for <i>Lean Practitioners</i> ?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	C	C	C	Q	C	Q	O					
8b. How satisfied are you with the information it provides for <i>EH&S Professionals</i> ?												
	Extremely issatisfied	Very dissatisfied	Dissatisfie d	Satisfie d	Very satisfied	Extremely satisfied	N/A					
	Q	Q	O	O	O	Q	O					

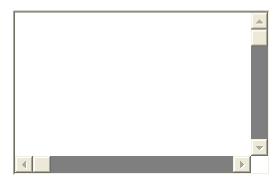
9a. What part of the publication did you find most useful?



9b. What part of the publication did you find least useful?

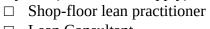


10. Is there anything we could add or revise that would make you more satisfied with this publication?



Questions about the customer

11. Who are you? (check all that apply)



☐ Lean Consultant

☐ Environmental Consultant

☐ EH&S professional

□ Educator

□ Student

 \Box Other



- 12. May we contact you to discuss your responses?
 - ° Yes
 - ° No

If yes, please provide contact information:

Name:

Company:

Email:

Phone Number:

Thank You!

Burden Statement: Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822T, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17th Street NW, Washington, DC 20503. Attention: Desk Officer for EPA. Include the EPA ICR number (1711.05) and the OMB control number (2090-0019) in any correspondence.