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USDA, GIPSA  
Stop 3601  
1400 Independence Avenue, SW  
Washington, D.C. 20250-3601

Administrator  
USDA, Grain Inspection, Packers and  
Stockyards Administration  
Stop 3601  
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Washington, D.C. 20250-3601

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# Official Grain Inspection and Weighing System Customer Survey

**Please indicate the appropriate response.**

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>No Opinion</u>	<u>Agree</u>	<u>Strongly Agree</u>
1. I receive results in a timely manner.	1	2	3	4	5
2. I receive official certificates in a timely manner.	1	2	3	4	5
3. Official results are accurate.	1	2	3	4	5
4. Official results are consistent.	1	2	3	4	5
5. The service is of good value for the cost.	1	2	3	4	5
6. The services provided meet my needs.	1	2	3	4	5
7. Inspection personnel are courteous.	1	2	3	4	5
8. Inspection personnel are knowledgeable.	1	2	3	4	5
9. Overall, the quality of official service I receive is satisfactory.	1	2	3	4	5
10. I primarily request service for:	<input type="checkbox"/> Processed Commodities <input type="checkbox"/> Graded Commodities <input type="checkbox"/> Rice <input type="checkbox"/> Barley <input type="checkbox"/> Canola <input type="checkbox"/> Corn <input type="checkbox"/> Flaxseed <input type="checkbox"/> Mixed Grain <input type="checkbox"/> Oats <input type="checkbox"/> Rye <input type="checkbox"/> Sorghum <input type="checkbox"/> Soybeans <input type="checkbox"/> Sunflower Seed <input type="checkbox"/> Triticale <input type="checkbox"/> Wheat				
11. What percent of your product is officially inspected?	<input type="checkbox"/> <25% <input type="checkbox"/> 25-50% <input type="checkbox"/> 51-75% <input type="checkbox"/> >75%				
12. Please indicate any new/existing services you would like to use if they were available or provide any additional comments or suggestions to help us improve this survey. (Please attach additional sheet if necessary.)	<hr/> <hr/> <hr/>				

Please feel free to contact your local agency/office with requests for new services, questions, and/or comments. If you would rather speak with a GIPSA customer service representative, please call 202-720-5688, or send electronic mail to [Idelisse.Rodriguez@usda.gov](mailto:Idelisse.Rodriguez@usda.gov).