

**USDA / Food Safety and Inspection Service
Office of International Affairs (OIA) Customer Service Survey**

The Office of International Affairs (OIA) is conducting a survey to assess customer satisfaction with its programs and services.

What organization do you work in?

- An FSIS/OIA Division: Please specify** _____
- FSIS Budget Division, OM
- FSIS OPACE
- FSIS OPEER
- FSIS OFDER
- FSIS OPPD
- FSIS OCIO
- FSIS OFO (Field inspector or supervisor)
- FSIS OFO (Recall Management Staff)
- FSIS Human Resources Division (HRO Minneapolis), OM
- USDA/Foreign Agriculture Service
- USDA/Agricultural Marketing Service
- USDA/Animal and Plant Health Inspection Service
- Industry Organization (e.g., AMI, NMA, USAPEEC, MICA, USMEF)
- Other, please specify _____

With what Program Area(s) of OIA do you work (*Please select all that apply*)?

- OAA
- EPS
- IAS
- IES
- IID
- RMS

Skip pattern will allow respondents to only complete relevant sections of the survey

Questions Specific to OIA Office of the Assistant Administrator

How satisfied are you with OAA's strategic direction?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

How satisfied are you with the services/information you received from the OAA?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from the OAA, please explain below:

Does the OAA seek your input (when relevant) regarding the implementation of existing programs or when developing new procedures or guidelines?

- Always
- Usually
- Sometimes
- Never

Does the OAA communicate (verbally or written) effectively with you and/or your organization in a timely manner?

- Always
- Usually
- Sometimes
- Never

Is the OIA/AA transparent in its communications and deliberations with you?

- Always
- Usually
- Sometimes
- Never

Do you agree that OIA/AA generally considers a a diverse range of opinions and ideas from a variety of people during staffing and program delivery?.

- Strongly Agree
- Agree
- No opinion
- Disagree
- Strongly Disagree

Questions Specific to Export Services Program (EPS)

How often do you collaborate with the EPS regarding export requests from other countries?

- Daily
- Weekly
- Quarterly
- Annually
- As Needed

How satisfied are you with the services you received from the EPS?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from EPS, please explain below:

Has the EPS representative responded to your request in a timely and professional manner?

- Yes
- No

If the EPS representative did not respond to your request in a timely and professional manner, please explain below:

Please rate how well the EPS generally meets your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations

If the EPS staff did not meet your expectations please explain below:

Please provide any additional suggestions and/or comments you may have regarding EPS services.

Questions Specific to International Audit Staff (IAS)

How often do you collaborate with IAS staff regarding the initial equivalence process or ongoing equivalence issues?

- Daily
- Weekly
- Quarterly
- Annually
- As Needed

How satisfied are you with the services you received from the FSIS/OIA auditors and staff regarding the initial equivalence process or ongoing equivalence issues?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from IAS, please explain below:

Has the IAS representative responded to your request in a timely and professional manner?

- Yes
- No

If the IAS representative did not respond to your request in a timely and professional manner, please explain below.

Please rate the extent to which the services provided by the IAS staff have met your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations

If the IAS staff did not meet your expectations, please explain below:

Please provide any additional suggestions and/or comments you may have regarding IAS services.

Questions Specific to the International Equivalence Staff (IES)

How often do you collaborate with IES staff regarding the initial equivalence process or ongoing equivalence issues?

- Daily
- Weekly
- Quarterly
- Annually
- As Needed

How satisfied are you with the services you received from the FSIS/OIA auditors and staff regarding the initial equivalence process or ongoing equivalence issues?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from IES, please explain below:

Has the IES representative responded to your request in a timely and professional manner?

- Yes
- No

If the IES representative did not respond to your request in a timely and professional manner, please explain below.

Please rate the extent to which the services provided by the IES staff have met your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations

If the IES staff did not meet your expectations, please explain below:

Please provide any additional suggestions and/or comments you may have regarding IES services.

Questions Specific to Import Inspection Division (IID)

How often do you collaborate with IID staff regarding import requests from other countries?

- Daily
- Weekly
- Quarterly
- Annually
- As Needed

How satisfied are you with the services you received from IID?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from IID, please explain below:

Has the IID representative responded to your request in a timely and professional manner?

- Yes
- No

If the IID representative did not respond to your request in a timely and professional manner, please explain below:

Please rate the extent to which the services provided by IID have met your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations

If the IID staff did not meet your expectations, please explain below:

Please provide any additional suggestions and/or comments you may have regarding IID services.

Questions Specific to Resource Management Staff (RMS)

How often do you request assistance from the RMS?

- Daily
- Weekly
- Quarterly
- Annually
- As Needed

How satisfied are you with the services you received from the RMS?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from RMS, please explain below:

Has the RMS representative handled your request in a timely and professional manner?

- Yes
- No

If the RMS representative did not handle your request in a timely and professional manner.

Please rate the extent to which the services provided by the RMS have met your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations

If the RMS staff did not meet your expectations please explain below:

How often is the RMS able to fully answer your questions?

- Always
- Usually
- Sometimes
- Never

How satisfied are you with RMS' overall knowledge of your problem or question?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

If you were Dissatisfied or Very Dissatisfied with the services you received from RMS, please explain below:

Please provide any additional suggestions and/or comments you may have regarding RMS services.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0583-00xx. The time required to complete this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.