CDRH Customer Satisfaction Survey - Email, Phone and Meeting

CDRH Customer Satisfaction Survey - Email, Phone and Meeting Interactions

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about the service you received. Our goal is to anticipate, understand and address your needs.

Your response is anonymous and will be used to improve CDRH Customer Service.

Total responde to directly mean and this se about to improve 627 th education contract.
*1. How did you interact with CDRH?
© Email
C Telephone Interactions (One on One Phone Interactions)
Meetings (In Person and/or Teleconferences)
*2. Which Office did you interact with at CDRH? (Phone Calls)
Office of the Center Director
Office of Communication, Education, and Radiation Programs
Office of Compliance
Office of Device Evaluation
Office of In Vitro Diagnostics and Radiological Health
Office of Science and Engineering Laboratories
Office of Surveillance and Biometrics
Office of Management Operations

f *3. Which Office(s) did you inter	ract with at CDR	H? (Meet	ings)		
Office of the Center Director					
☐ Office of Communication, Education, and Rad	liation Programs				
Office of Compliance					
☐ Office of Device Evaluation					
☐ Office of In Vitro Diagnostics and Radiological	I Health				
☐ Office of Science and Engineering Laboratorie	es				
☐ Office of Surveillance and Biometrics					
☐ Office of Management Operations					
call within 2 business days of yo O Yes O No	our inquiry?				
O Yes	our inquiry?				
C Yes C No					
C Yes C No C N/A		Agree	Disagree	Strongly	N/A
C Yes C No C N/A *5. In my interaction, the CDRH	employee	Agree C	Disagree	Strongly Disagree	N/A
C Yes C No C N/A *5. In my interaction, the CDRH Actively listened	employee Strongly Agree			Disagree	
C Yes C No No N/A K5. In my interaction, the CDRH Actively listened Was knowledgeable	employee Strongly Agree	O	•	Disagree	O
C Yes C No C N/A	employee Strongly Agree	0	0	Disagree	0
C Yes C No No N/A *5. In my interaction, the CDRH Actively listened Was knowledgeable Posed at least one viable solution	employee Strongly Agree	© © ©	© ©	Disagree C C	© © ©
C Yes C No C N/A *5. In my interaction, the CDRH Actively listened Was knowledgeable Posed at least one viable solution Appeared receptive to my feedback Explained the rationale for his/her response	employee Strongly Agree	o o o	© © ©	Disagree C C C	0 0
C Yes C No C N/A *5. In my interaction, the CDRH Actively listened Was knowledgeable Posed at least one viable solution Appeared receptive to my feedback	employee Strongly Agree	© © ©	© © © ©	Disagree C C C C	© © © ©
C Yes C No No N/A *5. In my interaction, the CDRH Actively listened Was knowledgeable Posed at least one viable solution Appeared receptive to my feedback Explained the rationale for his/her response Set reasonable expectations for follow-up	employee Strongly Agree		© © © ©	Disagree C C C C C C C C C C C C C C C C C C	0 0 0 0

ctively listened C C C C C C C C C C C C C C C C C C	In my interaction, CDRH team	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Appeared receptive to my feedback Appeared receptive to my feedback C C C Explained the rationale for their response C C C Explained the rationale for followup C C C C Explained me with courtesy and respect C C C C C C C C C C C C C C C C C C	Actively listened	O	0	0	0	0
Appeared receptive to my feedback Explained the rationale for their response C C C C Set reasonable expectations for followup C C C C C C C C C C C C C	Were knowledgeable	O	0	0	0	0
Explained the rationale for their response C C C Set reasonable expectations for followup C C C Treated me with courtesy and respect C C C C C C C C C C C C C C C C C C C	Posed at least one viable solution	0	0	0	0	0
Set reasonable expectations for followup C C Treated me with courtesy and respect C C C C C C C C C C C C C C C C C C C	Appeared receptive to my feedback	0	0	0	\circ	0
Treated me with courtesy and respect C C C C C C C C C C C C C C C C C C	Explained the rationale for their response	0	0	0	0	0
Addressed the meeting objectives C C C C Were the right people for the meeting C C C C C Held an effective meeting C C C C C C C C C C C C C C C C C C C	Set reasonable expectations for followup	O	0	0	O	0
Were the right people for the meeting C C C C C C C Held an effective meeting C C C C C C C C C C C C C C C C C C C	Treated me with courtesy and respect	0	0	0	0	O
*7. Overall, I am satisfied with the Customer Service I received. Strongly Agree Agree Disagree Strongly Disagree Strongly Disagree Mat other factors contributed to your satisfaction/ dissatisfaction with your nteraction?	Addressed the meeting objectives	O	0	O	0	0
*7. Overall, I am satisfied with the Customer Service I received. Strongly Agree Agree Disagree Strongly Disagree B. What other factors contributed to your satisfaction/ dissatisfaction with your interaction?	Were the right people for the meeting	0	0	0	0	0
C Agree Disagree	Held an effective meeting	O	0	0	\circ	\circ
9. What could we be doing differently to increase the value of our services to you?	Strongly AgreeAgreeDisagree	he Customer Sei	vice I rec	eived.		
	 Strongly Agree Agree Disagree Strongly Disagree B. What other factors contributed				with your	

CDRH Customer Satisfaction Survey - Email, Phone and Meeting *10. Please help us understand who you are by checking the box that applies to you. Patient/ Consumer/ Caregiver Health Care Provider/ Health Professional Organization Industry/ Industry Consultants/ Industry Trade Associations 0 Academia Food and Drug Administration (FDA) Other Federal Agency Non U.S. Regulator Other (please specify) 11. What FDA Center or Office are you part of? Office of the Commissioner CBER C CDER C CDRH CFSAN O CTP CVM O NCTR O ORA

CDRH Customer Satisfaction Survey - Email, Phone and Meeting 12. Which CDRH Office are you part of? Office of the Center Director Office of Communication, Education, and Radiation Programs Office of Compliance Office of Device Evaluation Office of In Vitro Diagnostics and Radiological Health Office of Science and Engineering Laboratories Office of Surveillance and Biometrics Office of Management Operations 13. Which component of ORA are you part of? Headquarters Northeast Region Central Region Southeast Region Southwest Region Pacific Region 14. Which Central district office are you part of? Baltimore District Chicago District Cincinnati District **Detroit District** Minneapolis District New Jersey District Philadelphia District

	Which Northeast district office are you part of?
0	New England District
0	New York District
16.	Which Pacific district office are you part of?
0	Seattle District
0	San Francisco District
0	Los Angeles District
17.	Which Southeast district office are you part of?
0	Atlanta District
0	Florida District
0	New Orleans District
0	San Juan District
18.	Which Southwest district office are you part of?
0	Denver District
0	Dallas District
0	Kansas City District
*1	19. Are you willing to be contacted regarding your feedback?
0	Yes
0	No

CDRH Customer Satisfaction Survey - Email, Phone and Meeting 20. Please enter your information below if you are willing to be contacted. Name: **Email Address: Phone Number:**