

**Official Grain Inspection and Weighing System Customer Survey**

- |  | Strongly Disagree                           | Disagree                                       | No Opinion                      | Agree                              | Strongly Agree        |
|--|---|--|---------------------------------|------------------------------------|-----------------------|
| 1. I receive results in a timely manner.   | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 2. I receive official certificates in a timely manner.   | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 3. Official results are accurate.  | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 4. Official results are consistent.  | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 5. The service is of good value for the cost.  | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 6. The services provided meet my needs.  | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 7. Inspection personnel are courteous.   | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 8. Inspection personnel are knowledgeable.   | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 9. Overall, the quality of official service I receive is satisfactory.   | <input type="radio"/>                       | <input type="radio"/>                          | <input type="radio"/>           | <input type="radio"/>              | <input type="radio"/> |
| 10. I primarily request service for:   |   |  |                                 |                                    |                       |
| <input type="checkbox"/> Rice  | <input type="checkbox"/> Flaxseed           | <input type="checkbox"/> Sorghum               | <input type="checkbox"/> Wheat  | <input type="checkbox"/> Barley    |                       |
| <input type="checkbox"/> Mixed Grain   | <input type="checkbox"/> Soybeans           | <input type="checkbox"/> Processed Commodities | <input type="checkbox"/> Canola | <input type="checkbox"/> Oats      |                       |
| <input type="checkbox"/> Sunflower Seed  | <input type="checkbox"/> Graded Commodities | <input type="checkbox"/> Corn                  | <input type="checkbox"/> Rye    | <input type="checkbox"/> Triticale |                       |
| 11. What percent of your product is officially inspected?  |   |  |                                 |                                    |                       |
| <input type="radio"/> <25%   |   |  |                                 |                                    |                       |
| <input type="radio"/> 25-50%   |   |  |                                 |                                    |                       |
| <input type="radio"/> 51-75%   |   |  |                                 |                                    |                       |
| <input type="radio"/> >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. |   |  |                                 |                                    |                       |