

December 2012

SUPPORTING STATEMENT
Stakeholder/Customer Satisfaction Survey
OMB No. 0579-0360

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection.

In compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.), this Supporting Statement explains that the United States Department of Agriculture (USDA), Animal and Plant Health Inspection Service (APHIS), is submitting an Information Collection Request (ICR) to the Office of Management and Budget (OMB) for renewal, in an effort to continue to conduct a Stakeholder/Customer Satisfaction Survey.

In 2003, Plant Health Programs (PHP) obtained a certification in ISO 9001:2008 standards, which is the International Organization of Standardization, is a worldwide federation of national standards bodies. The ISO 9001:2008 standard “specifies the requirements for a quality management system where an organization needs to demonstrate its ability to consistently provide a product that meets customer and applicable regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.”

In 2009, PHP did not renew certification in ISO 9001:2008 standards due to internal agency changes; however, PHP determined that it wanted to continue to measure the performance of its quality management system by monitoring information related to customer perception in relationship to customer requirements. PHP has determined that the best method for obtaining this information is through the use of stakeholder/customer satisfaction surveys. Responses derived from these quality management system performance measurements surveys will allow the organization to develop new processes as well as modify existing procedures in order to provide the customer/stakeholder with the optimal level of service.

The survey solicits stakeholder and customer feedback with regards to their satisfaction with the regulatory services of Permit Services, and Pest Permit Evaluations.

APHIS is asking OMB to approve, for an additional three years, these information collection activities in connection with its efforts to assist PHP in its overall performance as a regulatory agency for the American public with regards to plants and plant products.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The information contained in this Supporting Statement describes how a collection of data, for the use of qualitative purposes, will be analyzed. The feedback collected will be used to improve the Quality Management System for the Registration, Identification, Permits, and Plant Safeguarding Unit and the Regulatory, Permits, and Manuals Unit. The collection of this data will assist in the continual improvement efforts to satisfy our customers' requests and wishes.

It is intended to survey its stakeholders and customers for feedback on their satisfaction with the organization; thus, providing PHP with feedback regarding its products and the corresponding processes, in general. Also, the survey instrument allows PHP to collect and analyze data that categorizes its current quality management efforts.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

This survey will be accessible electronically on the PPQ Permits website:

http://www.aphis.usda.gov/permits/ppq_epermits.shtml

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purpose described in item 2 above.

The information that APHIS collects is exclusive to its mission of gathering information to assist PHP in its overall performance as a regulatory agency in regards to plants and plant products and is not available from any other source.

5. If the collection of information impacts small businesses or other small entities, describe any methods used to minimize burden.

This action will affect only those entities that request permits for the possession, use, and transfer of plants and plant products, require evaluations prior to the request for the possession, use, and transfer of plants and plant products, and request identifications and urgent action statuses for potential plant pests. APHIS has estimated that 5 percent of the respondents surveyed will be small entities.

6. Describe the consequences to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

If this information was not collected, it would seriously affect APHIS' ability to remain in compliance with the ISO 9001:2008 standards. The survey will enhance the performance of APHIS as a regulatory Agency.

7. Explain any special circumstances that require the collection to be conducted in a manner inconsistent with the general information collection guidelines in 5 CFR 1320.5.

This information collection is conducted in a manner consistent with the guidelines established in 5 CFR 1320.6.

8. Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping, disclosure, or reporting form, and on the data elements to be recorded, disclosed, or reported. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, soliciting comments on the information collection prior to submission to OMB.

In 2012, APHIS held productive consultations with the following individuals concerning information collection activities associated with the Stakeholder/ Customer Satisfaction Survey:

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On Thursday, August 9, 2012, pages 47591-47592, APHIS published in the Federal Register a 60-day notice seeking public comments on its plans to request a 3-year extension of this collection of information. No comments from the public were received.

9. Explain any decision to provide any payment or gift to respondents, other than reenumeration of contractors or grantees.

This information collection activity involves no payments or gifts to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

The confidentiality of information is protected under the Privacy Act 5 U.S.C. 552a. APHIS is not gathering any personal information or ID information for this survey. The survey is completely anonymous.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and others that are considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

This information collection activity asks no questions of a personal or sensitive nature.

12. Provide estimates of the hour burden of the collection of information. Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated.

Indicate the number of respondents, frequency of response, annual hour burden, and explanation of how the burden was estimated. If this request for approval covers more than one form, provide separate hour burden estimates for each form and aggregate the hour burdens in Item 13 of OMB Form 83-I.

See APHIS Form 71 for hour burden estimates. The hourly rate is derived from the U.S. Department of Labor, Bureau of Labor Statistics, May 2011 report, Occupational and Employment and Wages in the United States. See <http://www.bls.gov/oes/>

Provide estimates of annualized costs to respondents for the hour burdens for collections of information, identifying and using appropriate wage rate categories.

Total cost to respondents is \$1,492.32 and is computed by multiplying their average hourly wage of \$31.09 by the total number of hours needed to complete the work (48).

13. Provide estimates of the total annual cost burden to respondents or recordkeepers resulting from the collection of information, (do not include the cost

of any hour burden shown in items 12 and 14). The cost estimates should be split into two components; (a) a total capital and start-up cost component annualized over its expected useful life; and (b) a total operation and maintenance and purchase of services component.

There is zero annual cost burden associated with capital and start-up costs, maintenance costs, and purchase of services in connection with this program.

14. Provide estimates of annualized cost to the Federal government. Provide a description of the method used to estimate cost of any other expense that would not have been incurred without this collection of information.

The estimated cost for the Federal Government is \$1,854. (See APHIS Form 79.)

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-1.

There is no change in burden for this information collection.

16. For collections of information whose results are planned to be published, outline plans for tabulation and publication.

APHIS has no plans to tabulate or publish the information collected. The collection of information is for internal use only. This information will assist management to successfully monitor continual improvement and make effective decisions as it pertains to the Quality Management System and aid in the increase of customer satisfaction.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

APHIS has no plans to seek approval for not displaying the OMB expiration date on its forms/questionnaires.

18. Explain each exception to the certification statement identified in the "Certification for Paperwork Reduction Act."

APHIS is able to certify compliance with all the provisions in the Act.