# **Measurement Services**





## Standard Reference Material Registration and Customer Survey

Welcome to the **Standard Reference Material (SRM)** Online Registration and Customer Survey System. This system allows you to register your SRM and rate our products and services you received from the **National Institute of Standards and Technology (NIST)** or one of our Distributors/Resellers. Registering your SRM will allow you to receive notification of any developments or updates of that product.

Please note that it is not required to identify yourself by name or organization in the survey. However, providing customer information will allow us to contact you and respond to any problems, issues or comments you submit. We review all surveys and when possible, follow up on any Fair and Poor ratings. Providing your customer information with your survey will also automatically register your SRM. If you prefer to remain anonymous, please go to <a href="http://www.nist.gov/srm\_reg">http://www.nist.gov/srm\_reg</a> to register your SRM.

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number. Public reporting burden for this collection is estimated to be 7 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. Send comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, to the National Institute of Standards and Technology SRM Program: telephone 301-975-2200; fax 301-948-3730; or email srminfo@nist.gov.

OMB Control No. 0693-0031 Expiration Date: 03/31/2015

### **Standard Reference Material Survey Questions**

Please note that 50 questions are included for submission; however not ALL the questions will be used. Questions will be selected from the pool to create a survey that applies to specific customer service processes.

#### **CUSTOMER CONTACT DATA**

	Purchase Information						
	SRM/RM Number Purchased:						
	Lot Number:						
	Serial Number:						
	Order Date:						
	NIST Sales Order Number:				1		
	Customer Purchase Order Number:				1		
	Customer Information				1		
	User First Name:	er First Name:					
	User Surname:				1		
	User Phone:				1		
	Organization/Company:				1		
	Address:				1		
	Address (continued):				7		
	City, State/Province:	City:		State/Province:	1		
	Country:			•	1		
	Country Postal Code:				1		
	Phone:				1		
	Extension:				1		
	Fax:				1		
	E-mail:				1		
					-		
	Preferred Contact Method:	Email	Phone	Fax	Mail	Do	not contact
							<u>,</u>
UESTIO	NS Control of the con						
re-Purc	hase - SRM Web Site						
		<del>-</del>					
	Did you use the NIST SRM web site (http://www.nist.gov/srm)?	<u> </u>	(If "Yes" is cli	cked, ques	tions 2 thro	ough 7 appe	ar.)
		1	1				
	If "Yes", please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
	Navigation and usability of the SRM web site						
	Web presentation of production information for the specific SRM(s) of your interest						
	Usefulness of tables(s) for SRM product selection						
	Pre-purchase information from the SRM web site				1		
	Did you use the website search feature? Yes No	Ī					
		1					
	If "Yes", please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
7	• Functionality of the search feature on the SRM web site						

#### QUESTIONS continued

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8	Did you request a quote or an order for a NIST SRM? Yes No	(If "Yes" is clicked, question 9 appears.)									
9	How did you place your order?  Phone Fax Email Mail Web/Online  Did you request a quote?  Yes No	(If "Web	(If "Fax" i. (If "Email" (If "mail" l	s selected, is selected is selected,	questions , questions questions	10 through 17 appear.) 0 through 17 appear.) 10 through 17 appear.) 10 through 17 appear.) hrough 21, and 14, 15, 16 appear					
	Order placed by Phone/Email/Fax/Mail										
	Please rate the follow:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE				
11	Ease with getting in touch with SRM Sales and Customer Service										
12	If a price quote was requested, our response time with your Phone/Email/Fax/Mail request										
13	Our response time with submitting your order										
14	Purchase transaction experience using the telephone										
15	Overall customer service experience										
16	How could we have made your "Phone/Email/Fax/Mail" order placement experience better?										
17	Let us know why any score was Fair or Poor.										
	Orders placed by Web/Online										
	Please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE				
18	If you had to set up an account, ease of account setup										
19	If a price quote was requested, our response time with your request										
20	Purchase transaction experience using the online ordering web site										
21	Our response time with submitting your order										
repeat 14	Overall customer service experience										
repeat 15	How could we have made your "Online" order placement experience better?										
repeat 16	Let us know why any score was Fair or Poor.										

QUESTION	S continued											
Order Full	fillment											
	Did you receive a purchased NIST SRM?	○ Yes	○ No	(If "Yes" is selected, questions 22 through 36 appear.)								
	Did you receive a paromasea more summ	<u> </u>	<u> </u>	(ij Tes is selected, questions 22 timough so appea					30 appea,			
				EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE			
22	SRM availability for purchase											
23	Did you purchase directly from NIST?	○ Yes	○ No	/If "Va	oc" ic colocted	then aues	tions 21 th	rough 26 1	5, 16, 39, 40 appear.)			
23	Did you parchase directly from Nist:	U les	U NO						5, 16, 39, 40 appear.)			
24	Did you receive the order confirmation?	( ) Yes	() No	(9.7)	10 15 50100000	, questions	20 tinoug	11 32, 3 1, 33	, 10, 33, 10 appear.,			
25	Did you receive tracking information?	○ Yes	○ No									
				•								
	Please rate the following:			EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE			
26	Packaging of SRM(s)											
27	Once the order for available items was placed, timeliness of delir	very										
28	Carrier treatment of shipment											
29	SRM Safety Data Sheet or SRM Exemption Letter content											
30	SRM Certificate or Report of Investigation information     Overall SRM guality.											
31 32	Overall SRM quality     Overall SRM value								<del> </del>			
32	- Overall Skivi value											
33	Did you get what you ordered?											
33	Yes											
	No Please describe the issue.											
34	Does the SRM have proper labels?											
	Yes											
	No Please describe the issue.											
35	Was the documentation included with the SRM?											
	○Yes											
	○ No Please describe the issue.											
36	Did you have any other issues with the fulfillment process?											
	○No											
	Yes Please describe the issue.			(If "Yes" is selected, then questions 37, 38, and 14 appear.)								
				_	•							
	If you had an issue with the fulfillment process, please complete the	ne following:		EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE			
37	Our response time with resolving issues with your order											
38	How well did we resolve issues with your order											
repeat 14	Overall customer service experience											
repeat 15	How could we have made your order fulfillment experience better	2		$\neg$								
Tepeat 13	now could we have made your order runniment experience better	:		<u> </u>								
repeat 16	Let us know why any score was Fair or Poor.											
39	What is the application of this SRM to your work?											
40	Would you purchase a NIST SRM again?			+								
40	Yes			<del> </del>								
	No Please describe the issue.			+								

Standard Reference Material Survey Questions

QUESTIONS continued						
Customer Service Inquiries						
Did you contact NIST for any reason other than for placing an order?						
○ No						
Yes Please complete the following:	(If "Ye	s" is selected,	then ques	tions 42 th	rough 46, a	nd 14, 15, 16 appea
How did you contact NIST?						
Phone						
○ Fax						
○ Email						
Mail						
○ Web/Online						
Please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
• Timeliness of the NIST SRM Customer Service in response to your inquiry or request						
Quality of information provided in response to your request or inquiry						
Telephone customer service after purchase						
Email customer service after purchase						
repeat 14 • Overall customer service experience						
repeat 15 How could we have made your customer service experience better?  repeat 16 Let us know why any score was Fair or Poor.						
Technical Inquiries						
Did you have a technical question about SRMs?						
○ No						
Yes Please complete the following:		(If "Yes" is sel	ected, ther	n question:	s 48, 42, 14,	15, 16 appear.)
Discourants the fellowing						
Please rate the following:  • Timeliness of the NIST technical staff in response to your inquiry or request	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
						-
	<del>- +</del>					+
repeat 14 Overall customer service experience		ļ	ļ	ļ	ļ	
repeat 15 How could the NIST technical staff improve their service?						
repeat 13   How could the MST technical stail improve their service:						
repeat 16 Let us know why any score was Fair or Poor.						
Let us know willy any score was rail of Pool.						
Other						
Have you ever visited our booth at conferences or exhibits?		(	These are o	optional au	uestions to i	nclude.)
○ No		1				,
Yes Which conference?						
	<u>_</u>					
Other comments?						