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 http://www.nist.gov/srm_reg to register your SRM.

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.

<div style="background-color:orange">**CUSTOMER CONTACT DATA**</div>

Purchase Information	
SRM/RM Number Purchased:	
Lot Number:	
Serial Number:	
Order Date:	
NIST Sales Order Number:	
Customer Purchase Order Number:	
Customer Information	
User First Name:	
User Surname:	
User Phone:	
Organization/Company:	
Address:	
Address (continued):	
City, State/Province:	City: / State/Province:
Country:	
Country Postal Code:	
Phone:	
Extension:	
Fax:	
E-mail:	

Preferred Contact Method:	Email	Phone	Fax	Mail	Do not contact

<div style="background-color:orange">**QUESTIONS**</div>

Pre-Purchase - SRM Web Site

1	Did you use the NIST SRM web site (http://www.nist.gov/srm)? ◯ Yes ◯ No	*(If "Yes" is clicked, questions 2 through 7 appear.)*

	If "Yes", please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
2	• Navigation and usability of the SRM web site						
3	• Web presentation of production information for the specific SRM(s) of your interest						
4	• Usefulness of tables(s) for SRM product selection						
5	• Pre-purchase information from the SRM web site						

6	Did you use the website search feature? ◯ Yes ◯ No

	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						

Standard Reference Material Survey Questions

Order Placement

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	*(If "phone" is selected, questions 10 through 17 appear.)*
	○ Fax	*(If "Fax" is selected, questions 10 through 17 appear.)*
	○ Email	*(If "Email" is selected, questions 10 through 17 appear.)*
	○ Mail	*(If "mail" is selected, questions 10 through 17 appear.)*
	○ Web/Online	*(If "Web/Online" is selected, questions 18 through 21, and 14, 15, 16 appear.)*

10	Did you request a quote?	○ Yes ○ No

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.	

QUESTIONS continued

Order Fulfillment

	Did you receive a purchased NIST SRM?	◯ Yes ◯ No		*(If "Yes" is selected, questions 22 through 36 appear.)*

		EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
22	SRM availability for purchase						

23	Did you purchase directly from NIST?	◯ Yes ◯ No	*(If "Yes" is selected, then questions 24 through 36, 15, 16, 39, 40 appear.)*
			(If "No" is selected, questions 26 through 32, 34, 35, 16, 39, 40 appear.)
24	Did you receive the order confirmation?	◯ Yes ◯ No	
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 delivery						
28	• Carrier treatment of shipment						
29	• SRM Safety Data Sheet or SRM Exemption Letter content						
30	• SRM Certificate or Report of Investigation information						
31	• Overall SRM quality						
32	• Overall SRM value						

33	Did you get what you ordered?	
	◯ 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 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?	
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?	
	◯ Yes	
	◯ No Please describe the issue.	

Standard Reference Material Survey Questions

Customer Service Inquiries

41 Did you contact NIST for any reason other than for placing an order?
- ◯ No
- ◯ Yes Please complete the following: *(If "Yes" is selected, then questions 42 through 46, and 14, 15, 16 appear.)*

42 How did you contact NIST?
- ◯ Phone
- ◯ Fax
- ◯ Email
- ◯ Mail
- ◯ Web/Online

Please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
43 • Timeliness of the NIST SRM Customer Service in response to your inquiry or request						
44 • Quality of information provided in response to your request or inquiry						
45 • Telephone customer service after purchase						
46 • 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

47 Did you have a technical question about SRMs?
- ◯ No
- ◯ Yes Please complete the following: *(If "Yes" is selected, then questions 48, 42, 14, 15, 16 appear.)*

Please rate the following:	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
48 • Timeliness of the NIST technical staff in response to your inquiry or request						
repeat 42 • Quality of information provided in response to your request or inquiry						
repeat 14 • Overall customer service experience						

repeat 15 How could the NIST technical staff improve their service?

repeat 16 Let us know why any score was Fair or Poor.

Other

49 Have you ever visited our booth at conferences or exhibits?   *(These are optional questions to include.)*
- ◯ No
- ◯ Yes   Which conference?

50 Other comments?