

# Measurement Services



## Standard Reference Data Customer Satisfaction Survey

Welcome to the Standard Reference Data (SRD) Online Customer Satisfaction Survey System. This system allows you to submit a Customer Satisfaction Survey for the products and services you received from the National Institute of Standards and Technology (NIST) or one of our Distributors/Resellers. Please note that it is not required to identify yourself by name or organization. However, any provided Customer Information will allow us to contact you for any problems, issues or comments you submit. We review all Surveys and when possible follow-up on any Fair and Poor ratings.

All items marked with an \* are required. You may need to scroll down for the form and the buttons.

Step



this action.

this form.

### Purchase Information

SRD Database \*  \* [\[HELP\]](#)  
 Order Date \*  [\[HELP\]](#)

### Customer Information (Optional)

Contact First Name

Contact Surname

Organization / Company

Phone / Fax Format: 800-555-1212 or +41-22-730-5989

Phone

Extension

Fax

Email

Preferred Contact Method  Email  Phone  Fax  Do Not Contact

the Score Card data.

### Score Card Data

Category	Excellent	Very Good	Good	Fair	Poor	N/A
SRD website usability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-purchase information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase transaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of shipped delivery after purchase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of download after purchase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Users guide quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall value

### General Questions

Question	Response
How could NIST serve you better in the future?	
Let us know why any score was Fair or Poor	
What is the application of this database to your work?	
Other comments?	

the Marketing data.

How did you hear about NIST Standard Reference Data?

- Advertisement  
  Catalog/Brochure  
  Colleague  
  Exhibit/Meeting  
  Web  
  Repeat Customer

this data.

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OMB Control No.: 0693-0031   OMB Expiration Date: March 31, 2015

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Last Updated Jun 20, 2014 | Created Aug 13, 2013