

# 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 [http://www.nist.gov/srm\\_reg](http://www.nist.gov/srm_reg) 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](mailto: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:	
Customer Purchase Order Number:	
Customer Information	
User First Name:	
User Surname:	
User Phone:	
Organization/Company:	
Address:	
Address (continued):	
City, State/Province:	City: <input type="text"/> State/Province: <input type="text"/>
Country:	
Country Postal Code:	
Phone:	
Extension:	
Fax:	
E-mail:	

Preferred Contact Method:	<input type="checkbox"/> Email	<input type="checkbox"/> Phone	<input type="checkbox"/> Fax	<input type="checkbox"/> Mail	<input type="checkbox"/> Do not contact
---------------------------	--------------------------------	--------------------------------	------------------------------	-------------------------------	---

### QUESTIONS

#### 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						

**QUESTIONS continued**

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

Fax

Email

Mail

Web/Online

*(If "phone" is selected, questions 10 through 17 appear.)*  
*(If "Fax" is selected, questions 10 through 17 appear.)*  
*(If "Email" is selected, questions 10 through 17 appear.)*  
*(If "mail" is selected, questions 10 through 17 appear.)*  
*(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

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
26 Please rate the following:						
27 • Packaging of SRM(s)						
28 • Once the order for available items was placed, timeliness of delivery						
29 • Carrier treatment of shipment						
30 • SRM Safety Data Sheet or SRM Exemption Letter content						
31 • SRM Certificate or Report of Investigation information						
32 • Overall SRM quality						
32 • Overall SRM value						

33 Did you get what you ordered?  
 Yes

34  No Please describe the issue.  
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.)*

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
37 If you had an issue with the fulfillment process, please complete the following:						
38 • 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.

**QUESTIONS continued**

**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

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
43 Please rate the following: • 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.)*

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	NOT APPLICABLE
48 Please rate the following: • 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?  
 No  
 Yes Which conference?

*(These are optional questions to include.)*

50 Other comments?