

Grain Inspection, Packers, and Stockyards Administration

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1. If you would like to take the survey select "continue". If not select "exit" or close the browsing window.

Continue

Exit

Customer Status

1. Are you a customer of the National Grain Inspection Program?

Yes

No

General Feedback

1. Please use this opportunity to provide comments, suggestions, views, or any other feed back to GIPSA (or FGIS). Please be as specific as possible.

2. If you would like to identify yourself (not required) please do so here.

- I prefer my responses stay anonymous
- Identifying information (ex.: Name- John Brown, Affiliation- Washington State customer Email address- john.brown@internet.com)

Grain Inspection, Packers, and Stockyards Administration

Thank you!

Thank you for completing our survey. Please feel free to contact your local agency/office with requests for new services, questions, and or comments. If you would rather speak with a GIPSA customer service representative, please call 202-690-3929, or send electronic mail to FGISSurvey.GIPSA@usda.gov.

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Official Grain Inspection and Weighing System Customer Survey

1. Your service Provider is:

(Please include the name, city and state of your service provider)

2. I receive results in a timely manner.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

3. I receive official certificates in a timely manner.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

4. Official results are accurate.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

5. Official results are consistent.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

6. The service is of good value for the cost.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

7. The services provided meet my needs.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

8. Inspection personnel are courteous.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

9. Inspection personnel are knowledgeable.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

10. Overall, the quality of official service I receive is satisfactory.

Strongly Disagree Disagree No Opinion Agree Strongly Agree

11. I primarily request service for:

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Rice | <input type="checkbox"/> Mixed Grain | <input type="checkbox"/> Sunflower Seed |
| <input type="checkbox"/> Flaxseed | <input type="checkbox"/> Soybeans | <input type="checkbox"/> Graded Commodities |
| <input type="checkbox"/> Sorghum | <input type="checkbox"/> Processed Commodities | <input type="checkbox"/> Corn |
| <input type="checkbox"/> Wheat | <input type="checkbox"/> Canola | <input type="checkbox"/> Rye |
| <input type="checkbox"/> Barley | <input type="checkbox"/> Oats | <input type="checkbox"/> Triticale |

12. What percent of your product is officially inspected?

- <25% 25-50% 51-75% >75%

13. Please indicate any new/ existing services you would like to use if they were available or provide any additional comments or suggestions to help us improve this survey.

Thank you

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- Identifying information (eg.; Name, Affiliation, or email address)

2. If you would like us to contact you please leave your phone number or email address here.