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| **Thank you for selecting NVLAP to provide accreditation services to your laboratory. We would appreciate your taking some time to let us know how satisfied you are with your recent accreditation services. Please answer the questions below and return this survey in the postage-paid envelope.** |
| **1.** Why did you choose NVLAP for this accreditation? |
|  | [ ]  Regulatory requirement[ ]  Procurement requirement | [ ]  Reputation / quality of service[ ]  Cost | [ ]  Previous experience with NVLAP[ ]  Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |
| **2.** To what extent did this accreditation experience meet your expectations? | **Did not meet****expectations** | **Met some****expectations** | **Met****expectations** | **Exceeded some****expectations** | **Exceeded all****expectations** |
| 1 | 2 | 3 | 4 | 5 |
|  |
| **3.** Please rate your satisfaction with each of the following service areas: | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
|   | a. Courtesy of NVLAP phone personnel | 1 | 2 | 3 | 4 | 5 |
|   | b. Ease of application process | 1 | 2 | 3 | 4 | 5 |
|   | c. Responsiveness of NVLAP program manager | 1 | 2 | 3 | 4 | 5 |
|   | d. Quality of proficiency testing program (if applicable) | 1 | 2 | 3 | 4 | 5 |
|   | e. Timely processing of accreditation | 1 | 2 | 3 | 4 | 5 |
|   | f. Accuracy of certificate and scope of accreditation | 1 | 2 | 3 | 4 | 5 |
|  |
| **4.** How would you rate the value of NVLAP accreditation relative to its cost? | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| 1 | 2 | 3 | 4 | 5 |
|  |
| **5.** Based on this specific experience, how likely are you to renew your NVLAP accreditation? | **Unlikely** | **Somewhat unlikely** | **Neither unlikely nor likely** | **Somewhat likely** | **Very likely** |
| 1 | 2 | 3 | 4 | 5 |
|  |
| **6.** Overall, how satisfied are you with this accreditation experience? | **Very dissatisfied** | **Dissatisfied** | **Neither dissatisfied nor satisfied** | **Satisfied** | **Very Satisfied** |
| 1 | 2 | 3 | 4 | 5 |
| **7.** How can NVLAP improve its accreditation service to you?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **8.** Please enter the field of accreditation for this transaction: | **9.** The following information is optional:Laboratory Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_NVLAP Lab Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Your Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| [ ]  Acoustics[ ]  Asbestos[ ]  Biometrics Testing[ ]  Calibration[ ]  Carpet & Cushion[ ]  Common Criteria[ ]  Construction | [ ]  Cryptographic & Security[ ]  Dosimetry[ ]  Electric Motors[ ]  Elec. Com. & Telecom.[ ]  Energy Eff. Lighting[ ]  Fasteners & Metals | [ ]  Healthcare IT[ ]  Personal Body Armor[ ]  Radiation Detection Inst.[ ]  Thermal Insulation[ ]  Voting[ ]  Wood Based Products |