

OMB Control No. # 693-0031 – NIST Generic Request for Customer Service-Related Data Collections

Baldrige Examiner Training- Transportation Collection

FOUR STANDARD SURVEY QUESTIONS

1. Explain who will be surveyed and why the group is appropriate to survey.

People—both federal workers and general public members—serve as Baldrige examiners. They come to the National Institute of Standards and Technology (NIST) once per year to receive training. Because NIST is a secured campus and to be efficient with time, the Baldrige Program needs to know which examiners are arriving at NIST/the contracted hotel when and from which state (because people from certain states need to be escorted on to campus), and which examiners need assistance with transportation leaving NIST and returning to airports, the metro, or other locations. All examiners receive a badge with lunch tickets from the Baldrige Program; by knowing when/where examiners will be arriving, the program can most efficiently get them their badges.

2. Explain how the survey was developed including consultation with interested parties, pre-testing, and responses to suggestions for improvement.

The Baldrige Program has conducted training at NIST for almost 30 years and has attempted to improve upon communication each year. Feedback from examiners has led the program to offer transportation assistance.

3. Explain how the survey will be conducted, how customers will be sampled if fewer than all customers will be surveyed, expected response rate, and actions your agency plans to take to improve the response rate.

Examiners will receive an email with the survey tool. If examiners do not respond, it will be assumed that their badges will be held at the NIST Visitors' Center and that they do not need transportation assistance. This information is in the logistics manual for examiner training.

4. Describe how the results of the survey will be analyzed and used to generalize the results to the entire customer population.

Baldrige Program staff keep a secured database on all examiner logistical information. Transportation needs would be kept in that database for each examiner, respectively.