NIST Standard Reference Material (SRM) Product Survey

Welcome to the NIST SRM Product Survey

This survey allows you to rate your purchased SRM product(s), as well as any technical assistance provided. Click "Continue" to start the NIST SRM Product Survey.

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. Comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, may be sent to the following:

<div align="center">

National Institute of Standards and Technology

Attn: Tracy Hayat

Office of Reference Materials

100 Bureau Drive, Stop 2300

Gaithersburg, MD 20899-2300

Tel: 301-975-2092 E-mail: tracy.hayat@nist.gov

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Welcome to the NIST SRM Product Survey

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 or Poor ratings.

 * Remain anonymous? (Fields with an asterisk are required.)

  ○ Yes. I would like to remain anonymous.

  ○ No. I will provide my information.

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Customer Information

* Customer Information (Fields with an asterisk are required.)

* First Name:

* Surname:

* Organization/Company:

* Address:

Address (continued):

* City:

* State/Province:

Postal Code:

* Country:

Best Contact Method? (When selecting any of the options, ensure the information below is complete. More than one can be selected.)

☐ Phone   ☐ Fax   ☐ Email

Phone Number (Field should only contain digits, spaces or dashes.)

Fax Number (Field should only contain digits, spaces or dashes.)

Email address (Field should contain an @ symbol and a period.)

Purchase Information:

NIST Sales Order Number

Your Purchase Order Number

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NIST SRM Purchase Information

* SRM Information (Fields with an asterisk are required.)

* SRM Number:

Lot Number (if available):

Serial Number (if available):

What is the intended use of this SRM to your work?

SRM Rating

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
SRM Certificate or Report of Investigation information	○	○	○	○	○	○
SRM Safety Data Sheet or SRM Exemption Letter information	○	○	○	○	○	○
Overall SRM quality	○	○	○	○	○	○
Overall SRM value	○	○	○	○	○	○

Let us know why any score was "Fair" or "Poor" below.

Would you purchase this NIST SRM again?

○ Yes

○ No

If "No", please explain.

Other comments?

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Potential Technical Issues

Did you contact NIST regarding any technical issues with this SRM?

◯ Yes

◯ No

Technical Assistance

Was your technical issue resolved?

○ Yes

○ No

If "No", please explain.

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Timeliness of the NIST technical staff in response to your inquiry or request	○	○	○	○	○	○
Quality of information provided in response to your request or inquiry	○	○	○	○	○	○
Overall customer service experience	○	○	○	○	○	○

Let us know why any score was "Fair" or "Poor" below.

How can the NIST technical staff improve their service?