

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.

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National Institute of Standards and Technology
Attn: Tracy Hayat
Office of Reference Materials
100 Bureau Drive, Stop 2300
Gaithersburg, MD 20899-2300
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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?

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SRM Rating

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
SRM Certificate or Report of Investigation information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SRM Safety Data Sheet or SRM Exemption Letter information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall SRM quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall SRM value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information provided in response to your request or inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall customer service experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

How can the NIST technical staff improve their service?