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OMB Approved
0579-0377
Exp. XX/XX/XXXX

United States Department of Agriculture
Animal and Plant Health Inspection Service
Plant Protection and Quarantine

Quality Management Survey

Thank you for agreeing to take our brief survey. We need your valuable feedback to help us evaluate and improve our customer service. At the end of the survey, you will be given the opportunity to comment or fully explain a previous answer.

1. Please check the types of communication you used to resolve a recent issue or obtain information.
- Personal Contact Internet Fax
 Telephone E-mail Regular mail

2. How many times did you contact us before your issue was resolved or you obtained the information you needed?
- Once Twice Three times More than three times
 The issue was not resolved, or I did not obtain the information I needed.

3. If you used the phone to contact us, please tell us what you experienced?
- Reached a Customer Service Representative Received an automated message saying "system full"
 Had no success in getting through Reached an automated messaging service

4. If you left a message, how long did it take for someone to respond?
- Less than 1 business day 1-3 business days Over 3 business days
 No one returned my call Not applicable

5. If you e-mailed us, how long did it take for a response?
- Less than 1 business day 1-3 business days Over 3 business days
 No one returned my call Not applicable

6. If you used our website, did you find the information you wanted?
- Yes, all information Some information None of the information Not applicable

7. If you used our website, how did you hear about it?
- Advertisement Search engine Fact sheet
 Word-of-Mouth Brochure Other

8. How would you describe your last contact with the PPQ Permit Unit?
- My issue was completely resolved My issue was partially resolved
 My issue was not resolved Not applicable

9. Please rate our customer support services by checking the appropriate box:

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Length of time to respond to your needs | | | | | |
| Knowledge of our staff | | | | | |
| Courtesy of our staff | | | | | |
| Ability to resolve your issue | | | | | |
| Willingness to resolve your issue | | | | | |
| Helpfulness of website | | | | | |
| Overall, rate your experience with the PPQ Permit Unit | | | | | |

Comments:

NOTE: Please return to: USDA/APHIS/PPQ/PHP/RPM/CS, 4700 River Road, Unit 133, Riverdale, MD 20737, or fax to 301-734-5392.