

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0579-0377. The time required to complete this information collection is estimated to average .16 hours per response, including the time for reviewing instructions, searching existing data sources, gathering maintaining the data needed, and completing and reviewing the collection of information.

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.