

Agricultural Marketing Service

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Customer Status



1. Are you a customer of the National Grain Inspection Program?

Yes

No

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Official Grain Inspection and Weighing System Customer Survey

 83%**1. Your service Provider is:****(Please include the name, city and state of your service provider)****2. I receive results in a timely manner.**

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

3. I receive official certificates in a timely manner.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

4. Official results are accurate.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

5. Official results are consistent.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

6. The service is of good value for the cost.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

7. The services provided meet my needs.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

8. Inspection personnel are courteous.

- Strongly Disagree Disagree No Opinion Agree
- Strongly Agree

9. Inspection personnel are knowledgeable.

- Strongly Disagree
- Disagree
- No Opinion
- Agree
- Strongly Agree

10. Overall, the quality of official service I receive is satisfactory.

- Strongly Disagree
- Disagree
- No Opinion
- Agree
- Strongly Agree

11. I primarily request service for:

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Rice | <input type="checkbox"/> Mixed Grain | <input type="checkbox"/> Sunflower Seed |
| <input type="checkbox"/> Flaxseed | <input type="checkbox"/> Soybeans | <input type="checkbox"/> Graded Commodities |
| <input type="checkbox"/> Sorghum | <input type="checkbox"/> Processed Commodities | <input type="checkbox"/> Corn |
| <input type="checkbox"/> Wheat | <input type="checkbox"/> Canola | <input type="checkbox"/> Rye |
| <input type="checkbox"/> Barley | <input type="checkbox"/> Oats | <input type="checkbox"/> Triticale |

12. What percent of your product is officially inspected?

- <25%
- 25-50%
- 51-75%
- >75%

13. Please indicate any new/ existing services you would like to use if they were available or provide any additional comments or suggestions to help us improve this survey.

Prev

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Thank you

 100%

Thank you for completing our survey. Please feel free to contact your local agency/office with requests for new services, questions, and or comments. If you would rather speak with a GIPSA customer service representative, please call 202-690-3929, or send electronic mail to FGISSurvey.GIPSA@usda.gov.

1. If you would like to identify yourself (not required) please do so here.

- I prefer my responses stay anonymous
- Identifying information (eg.; Name, Affiliation, or email address)

2. If you would like us to contact you please leave your phone number or email address here.

Prev

Done

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