

Summary of Survey
Generic Clearance of Customer Satisfaction
OMB Control No. 0910-0360

Center for Devices and Radiological Health Customer Satisfaction Survey

FDA/CDRH/OCD/QM used Generic IC 0910-0360, data to support improvement of CDRH programs and services. The voluntary Customer Satisfaction Survey enables CDRH to: (1) determine customer satisfaction ratings; (2) identify and help monitor trends around specific areas of satisfaction or dissatisfaction; (3) identify areas for process improvement and improve them; and (4) identify areas where additional training may be necessary to provide excellent Customer Service.

The survey tool received OMB re-approval on 7/08/2019 under ICR# 201709-0910-006.

Purpose: Satisfaction Survey Tool?:

It is a continuous strategic priority for the Center for Devices and Radiological Health (CDRH) to provide excellent customer service. The center has in place “Standards of Excellence” and “Guiding Principles to assure CDRH employees understand and interact with stakeholders with those standards in mind. CDRH needs a tool to gather satisfaction levels of our stakeholders both inside FDA/CDRH and external, including the medical device industry, academia, patient groups, health professionals, consumers and anyone that interacts with CDRH.

As noted in 1 above, CDRH plans to use the data collected to: (1) determine customer satisfaction ratings (Center Goal: at least 90% per six month period); (2) identify and monitor trends around specific areas of satisfaction or dissatisfaction and determine future actions needed to achieve the Center customer service goals; (3) identify areas for process improvement and improve them so customer can receive the service they expect from CDRH; and (4) identify areas where additional training may be necessary in order to provide excellent Customer Service. We are planning to stratify the data by customer sector and, internally, by CDRH component. CDRH will examine the data periodically and report cumulative scores, twice a year.

Methodology used to collect the data:

The information is electronically collected using an electronic survey instrument (Survey Monkey). Links to the survey are available on FDA.Gov, on email salutations of CDRH staff, on CDRH meeting agendas, posted in CDRH conference rooms, added to CDRH Staff Presentations to the public, and included in selected CDRH public communications.

Data analytics include the “out of the box” survey monkey statistics. In addition, data is exported to excel. Excel files are analyzed using FDA computers and internal tools such Tableau and Minitab.

Burden Imposed:

Based on the past participation, CDRH anticipates receiving about 2,000 surveys a year, approximately 60% of the responses are from CDRH employees. The survey takes 3-5 minutes to complete (167 burden hours/year).