

NIST SRM Customer Service Satisfaction Survey

WELCOME!

To improve our customer service, we invite you to provide feedback on your experience with the purchase and receipt of your SRM order.

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0693-0031. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 7 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the following:

National Institute of Standards and Technology
Attn: Tracy Hayat
Office of Reference Materials
100 Bureau Drive, Stop 2300
Gaithersburg, MD 20899-2300
E-mail: tracy.hayat@nist.gov

****Disclaimer****

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OMB Control No.: 0693-0031 OMB Expiration Date: June 30, 2021

Role Identification Information

* Identify your role. (Fields with an asterisk are required.)

I purchased the SRM.

I purchased and I am the end user of the SRM.

I am the end user and did not purchase the SRM.

This Customer Service Satisfaction Survey only pertains to the purchase and receipt of the SRM. We invite you to complete a Product Survey and Registration by clicking "continue".

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Welcome to the NIST SRM Customer Service Satisfaction Survey

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. Thank you!

* Remain anonymous? (Fields with an asterisk are required.)

- Yes. I would like to remain anonymous.
- No. I will provide my information.

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Customer Information

* Customer Information (Fields with an asterisk are required.)

* First Name:

* Surname:

* Organization/Company:

* Address:

Address (continued):

* City:

State/Province:

Postal Code:

* Country:

NIST Sales Order Number

Purchase Order Number

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.)

Pre-Purchase Information

* Quote

Before placing an order, did you request a quote? (Fields with an asterisk are required.)

- Yes. I requested a quote.
- No. I placed an order.

Pre-Purchase Information

* *Quote continued...*

How did you request your quote? (Fields with an asterisk are required.)

- Phone
- Fax
- Email
- Web/Online

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Quote Request Rating

NIST Customer Service using Phone, Fax, or Email

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Ease with getting in touch with SRM Sales and Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time with your request	<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.

* Did you place an order for a NIST SRM? (Fields with an asterisk are required.)

Yes

No

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Quote Request Rating

NIST SRM Website

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Navigation and usability of the SRM website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web presentation of production information for the specific SRM of your interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of table(s) for SRM product selection on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality of the website search feature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had to set up an account, ease of account setup on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall website 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.

* Did you place an order for a NIST SRM?(Fields with an asterisk are required.)

Yes

No

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Order Placement

Order Placement

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Ease with getting in touch with SRM Sales and Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time with your request	<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.

Order Fulfillment

* Did your organization/company receive the order confirmation?

(Fields with an asterisk are required.)

Yes

No

If "No" please explain.

* Did your organization/company receive tracking information?

(Fields with an asterisk are required.)

Yes

No

If "No" please explain.

Order Placement

* How did you place your order? (Fields with an asterisk are required.)

- Phone
- Fax
- Email
- Web/Online

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Order Placement Rating

NIST Customer Service using Phone, Fax, or Email

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Ease with getting in touch with SRM Sales and Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time with your request	<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.

* Did your organization/company receive the order confirmation?

(Fields with an asterisk are required.)

Yes

No

If "No" please explain.

* Did your organization/company receive tracking information?

(Fields with an asterisk are required.)

Yes

No

If "No" please explain.

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Order Placement Rating

NIST SRM Website

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Navigation and usability of the SRM website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web presentation of production information for the specific SRM of your interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of table(s) for SRM product selection on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality of the website search feature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had to set up an account, ease of account setup on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall 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.

Order Placement

* Did your organization/company receive the order confirmation?

(Fields with an asterisk are required.)

Yes

No

If "No" please explain.

* Did your organization/company receive tracking information?

(Fields with an asterisk are required.)

Yes

No

If "No", please explain.

Order Fulfillment

* Did you get what you ordered? (Fields with an asterisk are required.)

Yes

No

If "No", please explain.

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Order Fulfillment

* Did we resolve your issue? (Fields with an asterisk are required.)

- Yes
- No (See below.)

To resolve the issue, contact Sales and Customer Service via email (srminfo@nist.gov) or phone (301-975-2200). Please summarize the issue below.

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Order Fulfillment Rating

Order Fulfillment

Please rate the following:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Once the order for available items was placed, timeliness of delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrier treatment of shipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Packaging of SRM(s)	<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.

NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

Additional Information

How can we make your customer service experience better?

Other comments?