OMB Control No. 0693-0031

Expiration Date: 06/30/2021

Calibration Customer Survey Questions

**Administrative Service**

1. Were the NIST administrative staff timely in their responses to your questions?

○ Yes ○ No ○ No interaction

1. Were the NIST administrative staff informative in their responses to your questions?

○ Yes ○ No ○ No interaction

1. Were you satisfied in your most recent interaction with the NIST administrative staff?

○ Yes ○ No ○ No interaction

3.1 If YES, please comment on any NIST administrative staff that went above and beyond expectations to provide you service.

3.2 If NO, please provide feedback how NIST administrative staff could improve their service to you.

1. Were you satisfied with information provided by the NIST calibration services webpages (nist.gov/calibrations)?

○ Yes ○ No ○ Did not use

**Business Transaction**

1. I found my most recent business interaction (e.g., billing) with NIST (select all that apply):

* Fast and efficient
* Accurate
* Recognized me as a valued customer
* Inaccurate
* Slow (not timely)
* Had all of information I needed
* Was missing important information for me
  + Please specify what was missing

**Technical Service**

1. Were you satisfied in your most recent interaction with the NIST technical staff?

○ Yes ○ No ○ No interaction

1.1 If YES, please comment on any NIST technical staff that went above and beyond expectations to provide you service.

* 1. If NO, please provide feedback how NIST technical staff could improve their service to you.

1. Were the NIST technical staff timely in their responses to your questions?

○ Yes ○ No ○ No interaction

1. Were the NIST technical staff informative in their responses to your questions?

○ Yes ○ No ○ No interaction

**Quality of Measurement Services**

1. Were you satisfied with the quality of your measurement service provided to you by NIST?

○ Yes ○ No

1.1. If NO, please provide feedback how NIST could improve the quality of their measurement service to you.

2. I found the NIST calibration status tracking webpage (select all that apply):

* Easy to use and navigate
* Informative
* Difficult to use and navigate
* Provided content was easy to understand and follow
* Had all of information I was searching for
* Provided content was difficult to understand and follow
* Was missing information I was searching for
  + Please specify what was missing

**Measurement Services Improvement**

1. Can NIST provide any new measurement service that would be helpful to your business?

○ Yes ○ No

1.1. If YES, please provide feedback on what new measurement service NIST could provide to you.

**Measurement Services Customer Experience Follow-up**

1. Do you want someone from NIST management to contact you regarding the feedback you provided in this survey?

○ Yes ○ No

1b. If YES, please provide a contact name, preferred method of contact, and contact information for NIST management to contact you to discuss your issue(s).

**Thank You for Completing Our Survey!**

Thank you for taking the time to participate in our survey.  We value the information you have provided.  Your responses are vital in helping NIST to provide measurement services that meet the highest standards of excellence.

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). 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/information collection. Public reporting for this information collection is estimated to be approximately 15 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/mandatory/required to obtain benefits. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to the National Institute of Standards and Technology, Attn: James Fedchak, 100 Bureau Dr., Gaithersburg MD 20899 or james.fedchak@nist.gov.