

Calibration Customer Survey Questions

Administrative Service

1. Were the NIST administrative staff timely in their responses to your questions?
☐ Yes ☐ No ☐ No interaction
2. Were the NIST administrative staff informative in their responses to your questions?
☐ Yes ☐ No ☐ No interaction
3. 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.

4. 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.

1.2

If

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

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

☐ Yes ☐ No ☐ No interaction

3. 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.

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