

## Welcome to the NIST SRM Product Survey

**This survey allows you to rate your purchased SRM product(s), as well as any technical assistance provided. Click "Continue" to start the NIST SRM Product Survey.**

This collection of information contains Paperwork Reduction Act (PRA) requirements approved by the Office of Management and Budget (OMB). Notwithstanding any other provisions of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the PRA unless that collection of information displays a currently valid OMB control number. Public reporting burden for this collection is estimated to be 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 collection of information. Comments regarding this burden estimate or any aspect of this collection of information, including suggestions for reducing this burden, may be sent 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  
Tel: 301-975-2092 E-mail: tracy.hayat@nist.gov

**\*\*Disclaimer\*\***

*You are accessing a U.S. Government information system, which includes: 1) this computer, 2) this computer network, 3) all computers connected to this network, and 4) all devices and storage media attached to this network or to a computer on this network. You understand and consent to the following: you may access this information system for authorized use only; you have no reasonable expectation of privacy regarding any communication of data transiting or stored on this information system; at any time and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system; and any communications or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.*

**OMB Control No.: 0693-0031    OMB Expiration Date: August 31, 2024**

## Welcome to the NIST SRM Product 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.**

\* Remain anonymous? (Required to be completed.)

Yes

No

## Customer Information

\* Customer Information (Fields are required to be completed.)

\* First Name:

\* Surname:

\*  
Organization/Company  
:

\* Email Address:

## Purchase Information:

NIST Sales Order Number *(leave blank if unknown)*

Your Purchase Order Number *(leave blank if unknown)*

## NIST SRM Purchase Information

\* SRM Information (Field is required to be completed.)

\* SRM Number:

SRM Information (*continued*)

Lot Number (if  
available):

Serial Number (if  
available):

What is the intended use of this SRM to your work?

## SRM Rating

\* Please rate the following: (Required to be completed.)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Certificate / Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety Data Sheet / SRM Exemption Letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall SRM quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall SRM value	<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".

Would you purchase this NIST SRM again?

- Yes  
 No

If "No", please explain.

Other comments?

## Potential Technical Issues

\* Did you contact NIST regarding any technical issues with this SRM? (Required to be completed.)

Yes

No

## Technical Assistance

\* Was your technical issue resolved? (Required to be completed.)

Yes

No. To resolve the issue, email [srms@nist.gov](mailto:srms@nist.gov).

If "No", please explain.

\* Please rate the following: (Required to be completed.)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Timeliness of the NIST technical staff in response to your inquiry or request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information provided in response to your request or inquiry	<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".

How can the NIST technical staff improve their service?

Thank you

**Thank you for completing our NIST SRM Product  
Survey.**

Technical questions or concerns should be directed to [srms@nist.gov](mailto:srms@nist.gov).