

Copy of NIST Standard Reference Materials (SRM) Customer Service Satisfaction Survey

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.

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Role Identification Information

* Identify your role. (Required to be completed.)

- 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.

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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? (Required to be completed.)

Yes

No

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Order Placement

* How did you place your order? (Required to be completed.)

- Phone
- Email
- Web/Online

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Customer Information

* Customer Information (Required to be completed.)

*First Name:

*Surname:

*Organization/Company:

* Customer Email Address (Required to be completed; field should contain an @ symbol and a period.)

*Email Address:

Purchase Order Number *(leave blank if unknown)*

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

* How did you place your order? (Required to be completed.)

- Phone
- Email
- Web/Online

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Order Placement Rating

* Please rate NIST Customer Service using Phone or Email. (Required to be completed.)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
SRM availability for purchase	<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"/>
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".

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Website/NIST Store

* Please rate the NIST SRM Website/NIST Store. (Required to be completed.)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
SRM availability for purchase	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation and usability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SRM product information and table(s) for product selection	<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".

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Order Fulfillment Rating

* Please rate NIST Service with Order Fulfillment. (Required to be completed.)

	Excellent	Very Good	Good	Fair	Poor	Not Applicable
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"/>

* (Required to be completed.)

	Excellent	Poor	Not Applicable
Order accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Let us know why any score was "Fair" or "Poor".

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Additional Information

How can we make your customer service experience better?

Other comments?

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Survey