

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.

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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****

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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.

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.