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Send comments regarding this burden estimate or any other aspects of this collection of information, including suggestions for reducing burden to PRASStaff@fda.hhs.gov.

CDRH Customer Service Survey

CDRH is conducting this short survey to improve its customer service. Please take a few minutes to share your feedback. Your participation / nonparticipation is completely anonymous and voluntary. Your responses do not affect your eligibility for receipt of any FDA services or products.

Q1. Overall, I am satisfied with the customer service CDRH provided. (*Strongly Agree, Agree, Somewhat Agree, Somewhat Disagree, Disagree, Strongly Disagree*)

Q2. During my most recent interaction, CDRH... (*Strongly Agree, Agree, Somewhat Agree, Somewhat Disagree, Disagree, Strongly Disagree, Not applicable*)

- a. Treated me with courtesy
- b. Resolved differences respectfully
- c. Accepted feedback with an open-minded outlook
- d. Communicated clearly
- e. Provided a clear process to follow
- f. Encouraged the exchange of perspectives and ideas
- g. Set reasonable expectations for follow-up
- h. Collaborated in a constructive manner
- i. Proposed viable solutions to address the problem or question
- j. Provided an initial response within 2 business days
- k. Met established deadlines

Q3. Please provide any additional information that would help us understand your overall satisfaction rating and improve our services. When possible, please include first and last

name of the service provider during your interaction with CDRH. (Open Ended)

Q4. Which Office(s) did you interact with at CDRH? (Question available when survey is accessed via web only)

- OCD - Office of the Center Director
- OP - Office of Policy
- OPEQ - Office of Product Evaluation and Quality
- OSEL - Office of Science and Engineering Laboratories
- OST- Office of Strategic Partnerships and Technology Innovation
- Don't know

Q5. Which of the following **best** describes your role in interacting with CDRH?

- Patient/ Consumer/ Caregiver
- Health Care Provider/ Health Professional Organization
- Industry/ Industry Consultants/ Industry Trade Associations
- Academia
- Food and Drug Administration (FDA)
- Other Federal Agency
- Non-U.S. Regulator
- Third Party Review or Accreditation Organization
- Other

If other, please specify: (Open Ended)

Q6. [Ask if Q5=FDA] Please select your FDA Center/Office.

- CBER
- CDER
- CDRH
- CFSAN
- CTP
- CVM

- OC (includes NCTR)
- ORA

Q7. [Ask if Q6=CDRH] Please select your CDRH Office?

- OCD – Office of the Center Director
- OP – Office of Policy
- OPEQ – Office of Product Evaluation and Quality
- OSEL – Office of Science and Engineering Laboratories
- OST – Office of Strategic Partnership and Technology Innovation

Your feedback is important to us. If you would like to speak with CDRH about your feedback, contact the CDRH Quality Management and Organizational Excellence Program at CDRHCustomerService@fda.hhs.gov.