# National Personal Protective Technology Laboratory

# (NPPTL)

# **Customer Satisfaction Survey**

# for Respirator Manufacturers and Associated Groups

**Public Burden Statement:** 

We think this form takes an average of 20 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), OPM Forms Officer, Paperwork Reduction (3206- 0236), Washington, DC 20415-7900. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

#### **Background Information**

- 1. Which of the following best describes your affiliation (check all that apply)?
  - O Respirator Manufacturer
  - O PPE Manufacturer
  - O PPE Dealer/Distributor
  - O Authorized Manufacturers' Representative
  - O Other
- 2. How long have you been dealing with NIOSH relative to the functions performed by NPPTL?
  - O Less than 1 year
  - O 1-3 years
  - O 3-10 years
  - O More than 10 years

#### 3. Have you contacted NPPTL for assistance in the past year?

- O Yes
- O No
- O Not Sure
- 4. Has NPPTL provided you with training or information sessions in the past year?
  - O Yes
  - O No
  - O Not Sure

### Access

Access						I
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
5. It is easy to do business with NPPTL.	0	0	0	0	0	0
6. Assistance from NPPTL personnel is provided at a time that is convenient to me.	0	0	0	0	0	Ο
7. It is easy to find someone at NPPTL who can answer my questions.	0	0	0	0	0	Ο
8. I do not have to cut through a lot of red tape to reach higher level NPPTL officials.	0	0	0	0	0	Ο
9. I have adequate access to NPPTL personnel for advice and assistance.	0	0	0	0	0	0
10. NPPTL personnel keep me informed about conditions and changes that affect me.	0	0	0	0	0	Ο
11. I am satisfied with the functionality of the NPPTL website (for example, I can easily find what I am looking for).	0	0	0	0	0	0

## Courtesy

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
12. NPPTL personnel are always willing to help me.	0	0	0	0	0	0
13. NPPTL personnel are courteous.	0	0	0	Ο	0	0
14. NPPTL personnel give individual attention to my requests for information or service.	0	0	0	0	0	0

## Knowledge

Knowledge						1
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
15. NPPTL personnel are knowledgeable.	0	0	0	0	0	0
16. NPPTL personnel have a good understanding of my organization's operation and mission.	0	0	0	0	0	0
17. Explanations of technical issues are understandable.	0	0	0	0	0	0
18. NPPTL personnel are able to explain NPPTL products and services.	0	0	0	0	0	0
19. When NPPTL personnel do not know the answer, they refer me to an expert who does.	0	0	0	0	0	0
NPPTL personnel are knowledgeable about:						
20. the design and operation of respiratory products	0	0	0	0	0	0
21. the design and operation of PPE products (excluding respiratory protection)	0	0	0	0	0	0
22. requirements of approval of respirators	0	0	0	0	0	0
Timeliness	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
NPPTL personnel provide timely service for the following:						
23. Respirator approvals	0	0	0	0	0	0
24. Certification test results	0	0	0	0	0	0
<ul><li>25. Certified Equipment List (CEL) updates</li><li>26. Standard Test Procedure (STP) updates</li></ul>	0	0	0	0	0	0
27. Availability of STPs	0	0	0	0	0	0
28. Support with test methods and required equipment	0	0	0	0	0	0
29. Responses to web inquiries	0	0	0	0	0	0
<ul> <li>30. Contributions to the technical content of PPE standards and test methods.</li> <li>21. Oursell NIPPTL personnal provide timely.</li> </ul>	0	0	0	0	0	0
31. Overall, NPPTL personnel provide timely service.	0	0	0	0	0	0

## Reliability

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
32. NPPTL personnel give me accurate information.	0	0	0	0	0	0
33. NPPTL personnel keep accurate records.	0	0	0	0	0	0
34. NPPTL personnel provide services when	0	0	0	0	0	0
promised. 35. NPPTL personnel provide reliable and						
consistent service.	0	0	0	0	0	0
Choice	Strongly Disagree	Disagree	Neither	Ag	Strongly Agree	No Basis to Judge
	gly ;ree	jree	her	Agree	rongly Agree	asis to Judge
36. NPPTL products and services are designed to meet customer needs.	0	0	0	0	0	0
<ul><li>37. NPPTL personnel use suggestions from their customers to improve the quality of products and services.</li></ul>	0	0	0	0	0	0
38. I am satisfied with the range of products and services provided by NPPTL.	0	0	0	0	0	0
Tangibles	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
39. NPPTL personnel present a professional	0	0	0	0	0	0
<ul><li>40. I am satisfied with the appearance of written communication materials prepared by NPPTL.</li></ul>	0	0	0	0	0	0
41. I am satisfied with the appearance of the NPPTL website (for example, the layout is clean and visually appealing).	0	0	0	0	Ο	Ο
42. I am satisfied with the usability of the Certified Equipment List (CEL).	0	0	0	0	0	0

## Recovery

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
43. Problems and complaints are resolved quickly.	0	0	0	0	0	0
44. Problems and complaints are resolved with minimal effort on the customer's part.	0	0	0	0	0	Ο
45. There are well defined systems for linking customer feedback and complaints to employees who can act on this information.	0	0	0	0	0	0
46. NPPTL personnel are flexible in finding solutions to problems.	0	0	0	0	0	Ο
47. I am satisfied with the way NPPTL personnel handle problems or mistakes.	0	0	0	0	0	0

## Quality

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
How would you rate the quality of the following						
products and services:	-	-	-	-	-	
48. Respirator approvals	0	0	0	0	0	0
49. Certification test results	0	0	0	0	0	0
50. Certified Equipment List (CEL)	0	0	0	0	0	0
51. Standard Test Procedure (STP) updates						
52. Availability of STPs	0	0	0	0	0	0
53. Support with test methods and required equipment	0	0	0	0	0	0
54. Responses to web inquiries	0	0	0	0	0	0
55. Contributions to the technical content of PPE standards and test methods.	0	0	0	0	0	Ο
56. Overall, how would you rate the quality of products and services provided by NPPTL?	0	0	0	0	0	Ο

#### **Overall Satisfaction**

57. Overall, how satisfied are you with the services you are receiving from NPPTL?

- O Very Dissatisfied
- O Dissatisfied
- O Neither Satisfied nor Dissatisfied
- O Satisfied
- O Very Satisfied

58. If you had a choice of service providers, would you use NPPTL again?

- O Yes
- O No
- O Not Sure

59. If you had a choice of service providers, would you recommend NPPTL to others?

- O Yes
- O No
- O Not Sure
- 60. Based on the service you have received from NPPTL personnel, how would you rate the quality of their services?
  - O Very poor
  - O Poor
  - O Fair
  - O Good
  - O Very good
  - O No Basis to Judge

The following section asks about specific NPPTL issues.

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
61. NPPTL conducts research relevant to stakeholder needs.	0	0	0	0	0	0
62. I can read and understand the NIOSH Standard Application Procedure (SAP)	0	0	0	0	0	Ο
63. I am adequately informed of the NIOSH approved Cautions and Limitations statements applicable to my certified products.	0	0	0	0	0	0
64. I know which "NIOSH Cautions and Limitations" statements are applicable to my certified products.	Ο	0	0	0	0	Ο
65. I am aware of the NPPTL research portfolio and the intended application of each program.	0	0	0	0	0	0

66. Should NPPTL play a role in workplace training programs regarding PPE standards?

- O Yes
- O No
- O Not Sure
- 67. Do you have a need for NPPTL to provide you with PPE (respirator and other PPE) test and evaluation services?
  - O Yes
  - O No
  - O Not Sure

- 68. If you answered yes to the above question, please check the appropriate tests (check all that apply).
  - O High flow particulate
  - O Battery indicator test
  - O Low pressure indicator
  - O Live agent
  - O Chemical warfare agent stimulant
  - O Anthropometrics
  - O Cold temperature
  - O Vibration conditioning
  - O Human physiology
  - O Total inward leakage
  - O Chemical warfare agent permeation (Swatch)
  - O Gas service life (cartridge or canister)
  - O Carbon Dioxide
  - O Other \_\_\_\_\_

69. Would a tour of the NPPTL facilities be valuable to you?

- O Yes
- O No
- O Not Sure
- 70. Would you be interested in attending a workshop on how to complete the NIOSH standard application form?
  - O Yes
  - O No
  - O Not Sure
- 71. Would you be interested in attending a workshop on the NIOSH respirator certification process?
  - O Yes
  - O No
  - O Not Sure

72. Do NIOSH CBRN respirator standards impact your near-term or far-term business plans?

- O Yes
- O No
- O Not Sure

- 73. Does NIOSH implementation of new certification standards by policy rather than rulemaking best serve your business needs?
  - O Yes
  - O No
  - O Not Sure

74. Use the following space to describe what NPPTL is doing well.

75. Use the following space to describe what you would like to see NPPTL change.

This completes the survey. Thank you for your cooperation.