National Personal Protective Technology Laboratory

(NPPTL)

Customer Satisfaction Survey

for Users

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 Fire Department
 - O First Receiver
 - O First Responder
 - O Federal/State/Local Government
 - O Academician/Researcher
 - O Union/Labor Representative
 - O Safety Professional
 - O Respirator User
 - O Other PPE User
 - O Other
- 2. How long have you been dealing with NIOSH relative to 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						1
	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	0
7. It is easy to find someone at NPPTL who can answer my questions.	0	0	0	0	0	0
8. I do not have to cut through a lot of red tape to reach higher level NPPTL officials.	0	0	0	0	0	0
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	0
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	Ο	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	Ο	0
19. When NPPTL personnel do not know the answer, they refer me to an expert who does.	0	0	0	0	0	0
The NPPTL personnel are knowledgeable about:						
20. the selection and use of respiratory products	0	0	0	0	0	0
21. the selection and use of PPE products	0	0	0	0	0	0
(excluding respiratory protection)						
22. the certification of respiratory protective devices	0	0	0	0	0	0
Timeliness						
	Di	D:	7		St	No Basis to Judge
	Strongly Disagree	Disagree	Neither	Ag	ron Ag	Ju
	gly ree	ree	her	Agree	Strongly Agree	asis to Judge
NPPTL personnel provide timely service when dealing with inquiries on the following:						
23. Respirator usage	0	0	0	0	0	0
24. Respirator selection	0	0	0	0	0	0
25. The certified equipment list	0	0	0	0	0	0
26. In-use service life	Ο	0	0	0	0	0
27. Location of other sources of information	0	0	0	0	0	0
28. Contributions to the technical content of PPE standards and test methods.	Ο	0	0	Ο	Ο	0
29. Overall, NPPTL personnel provide timely service.	0	0	0	0	0	0

Reliability

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

Recovery

Recovery						1
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
41. Problems and complaints are resolved quickly.	0	0	0	0	0	0
42. Problems and complaints are resolved with minimal effort on the customer's part.	0	0	0	0	0	0
43. There are well defined systems for linking customer feedback and complaints to employees who can act on this information.	Ο	0	0	0	0	0
44. NPPTL personnel are flexible in finding solutions to problems.	0	0	0	0	0	0
45. I am satisfied with the way NPPTL personnel handle problems or mistakes.	0	0	0	0	0	0
Quality						1
	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
How would you rate the quality of service related to the following inquiries:						
46. Respirator usage	0	0	0	0	0	0
47. Respirator selection	Õ	0	Õ	Õ	0	0
48. The certified equipment list	0	0	0	0	0	0
49. In-use service life	0	0	0	Ο	0	0
50. Responses to web inquiries	0	0	0	0	0	0
51. Location of other sources of information	0	0	0	0	0	0
52. Contributions to the technical content of PPE standards and test methods.	0	0	0	0	0	0

Overall Satisfaction

54. 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

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

- O Yes
- O No
- O Not Sure

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

- O Yes
- O No
- O Not Sure
- 57. Based on the service you have received from NPPTL personnel, how would you rate the quality 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
58. NPPTL conducts research relevant to stakeholder needs.	0	0	0	0	0	0
59. NPPTL develops and produces standards and guidelines that meet the requirements of stakeholders.	Ο	0	0	0	0	0
60. The NPPTL call center (x4000) provides adequate support.	0	0	0	0	0	0
61. NPPTL's responses to technical issues are presented in understandable terms.	0	0	0	0	0	0
62. NIOSH effectively addresses user needs through the development of guidance documents.	Ο	0	0	0	0	0
63. Distinctions among ANSI, NIOSH, and OSHA roles in standards development are clear to me.	0	0	0	0	0	0
64. I am aware of the NPPTL research portfolio and the intended application of each program.	0	0	0	0	0	0
65. I can read and understand a NIOSH Approval Label.	0	0	0	0	0	Ο
66. I understand the NIOSH approved Cautions and Limitations statements concerning the respirators used in my workplace.	0	0	0	0	0	0

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

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

- 69. If you answered yes to the above question, please check the appropriate tests (check all that apply).
 - O High flow particulate
 - O Battery indicator
 - 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 _____

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

- O Yes
- O No
- O Not Sure

71. Does availability of NIOSH approval labeling/compliance impact your purchasing of PPE?

- O Yes
- O No
- O Not Sure
- 72. Have you been awarded DHS 2005 grant awards for PPE purchases and intend to purchase NIOSH certified equipment?
 - O Yes
 - O No
 - O Not Sure

- 73. Do you regularly follow procedures described in the NFPA Service Care & Maintenance (SCAM) document and/or the manufacturer's instructions for maintaining your PPE?
 - 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.