

## CUSTOMER SURVEY

**The Office of Logistics Management (OLM), Supply Management Division (SMD) is conducting this survey to better understand our customers needs in order to improve our customer service. Please answer the following questions:**

1. What is your occupation?

Administrative                      Professional                      Scientific

2. What ICD do you represent? \_\_\_\_\_

3. How would you rank the following factors in order of importance when you purchase supplies? **Please rank from a scale 1 (most important) through 4 (least important), using only one number .**

QUALITY \_\_\_\_\_  
RESPONSIVENESS \_\_\_\_\_  
AVAILABILITY \_\_\_\_\_  
COST \_\_\_\_\_

4. How would you rate your experience with SMDs service in each of the following factors:

	Excellent	Good	Fair	Poor
Item Quality				
Timely Delivery				
Item Availability				
Item Cost				
Accuracy				

5. How often do you use the ADB/DELPRO system to order supplies from the NIH Warehouse?

Never      Daily      Weekly      Monthly

6. How would you rate the overall quality of the services provided to you by the Supply Management Division?

Poor      Fair      Good      Excellent

7. Are you able to personally speak with someone in the Supply division when you call?

Never      Sometimes      Often      Always

8. Do we offer the products you need?

Yes      No

9. If not, what products would you like us to carry?

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10. If we have failed to satisfy you as a customer, please tell us the problems you encountered.

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11. Other Comments:

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The Supply Management Division (SMD) has administered this survey. If you have any questions or concerns regarding this instrument or SMD, please contact: Rick Gomez at 301-435-3662 or Serena Coleman at 301-496-3517, located at 60 II Executive Blvd, Rm. 637, Rockville, Md. 20852.

\*\*\*\* Please fold this survey in three (horizontally) upon completion and staple. Ensure that the return address is visible and place in internal NIH mail for return to OLM/SMD. Again, your cooperation and time are greatly appreciated. \*\*\*\*