



National Association for Proficiency Testing

A Non-Profit Organization Dedicated to Excellence in Metrology & Test Measurement

NAPT Customer Survey

NAPT has continuing goals to achieve excellence in proficiency testing and customer service. In order to accomplish these goals we want to hear what you have to say, so please take a few minutes to fill out our customer survey and fax or email it back to NAPT. You can manually click on or use the Tab key to get to whichever field you wish to enter information into. Thank you.

1. The number and variety of proficiency tests offered by NAPT is:

Excellent Good Neutral Fair Poor

2. The timeliness of response to my proficiency testing needs or questions was:

Excellent Good Neutral Fair Poor

3. The ease of registration and data submittal for proficiency testing is:

Excellent Good Neutral Fair Poor

4. The clarity of the instructions for the proficiency tests are:

Excellent Good Neutral Fair Poor

5. The clarity of the data reporting sheets for the proficiency tests are:

Excellent Good Neutral Fair Poor

6. Overall customer service/customer support provided by NAPT staff is:

Excellent Good Neutral Fair Poor

7. The value of NAPT services and reports issued compared to the fees paid is:

Excellent Good Neutral Fair Poor

8. The usability, clarity and accuracy of the NAPT website is (if applicable):

Excellent Good Neutral Fair Poor

9. My overall level of satisfaction with NAPT is:

Excellent Good Neutral Fair Poor

10. The likelihood I will use NAPT again for my future proficiency testing needs is:

Excellent Good Neutral Fair Poor

What can NAPT do to improve your proficiency test, or individual requirements?

➤ _____
➤ _____
➤ _____

We appreciate any other comments you may have for us.

➤ _____
➤ _____
➤ _____

If you would like to be contacted, please include your company and contact information here (optional):

➤ _____
