

# **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)?
  - Respirator Manufacturer
  - PPE Manufacturer
  - PPE Dealer/Distributor
  - Authorized Manufacturers' Representative
  - Other
  
2. How long have you been dealing with NIOSH relative to the functions performed by NPPTL?
  - Less than 1 year
  - 1-3 years
  - 3-10 years
  - More than 10 years
  
3. Have you contacted NPPTL for assistance in the past year?
  - Yes
  - No
  - Not Sure
  
4. Has NPPTL provided you with training or information sessions in the past year?
  - Yes
  - No
  - Not Sure









**Overall Satisfaction**

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

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

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

- Yes
- No
- Not Sure

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

- Yes
- No
- Not Sure

60. Based on the service you have received from NPPTL personnel, how would you rate the quality of their services?

- Very poor
- Poor
- Fair
- Good
- Very good
- 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. I can read and understand the NIOSH Standard Application Procedure (SAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. I am adequately informed of the NIOSH approved Cautions and Limitations statements applicable to my certified products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. I know which “NIOSH Cautions and Limitations” statements are applicable to my certified products.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Yes
- No
- Not Sure

67. Do you have a need for NPPTL to provide you with PPE (respirator and other PPE) test and evaluation services?

- Yes
- No
- Not Sure



68. If you answered yes to the above question, please check the appropriate tests (check all that apply).

- High flow particulate
- Battery indicator test
- Low pressure indicator
- Live agent
- Chemical warfare agent stimulant
- Anthropometrics
- Cold temperature
- Vibration conditioning
- Human physiology
- Total inward leakage
- Chemical warfare agent permeation (Swatch)
- Gas service life (cartridge or canister)
- Carbon Dioxide
- Other \_\_\_\_\_

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

- Yes
- No
- Not Sure

70. Would you be interested in attending a workshop on how to complete the NIOSH standard application form?

- Yes
- No
- Not Sure

71. Would you be interested in attending a workshop on the NIOSH respirator certification process?

- Yes
- No
- Not Sure

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

- Yes
- No
- Not Sure

73. Does NIOSH implementation of new certification standards by policy rather than rulemaking best serve your business needs?

- Yes
- No
- 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.