Ohio | Department of Agriculture
Governor John R. Kasich • Lt. Governor Mary Taylor
Director David T. Daniels

Division of Weights & Measures
8995 East Main Street, Reynoldsburg, OH 43068
Phone: 614-728-6290 • Fax: 614-728-6424
www.agri.ohio.gov • weights@agri.ohio.gov

Customer Service Survey / State of Ohio Metrology Laboratory

8995 East Main street, Building #5, Reynoldsburg, Ohio 43068

How would you rate the Calibration Report: Excellent Good Fair Needs Improvement Unacceptable

Does your company require any additional information not on the report? _____

If Yes, what information? _____

_____

If a service were available where you could get your calibration reports off of the Internet, would you use it? _____

Would you prefer electronic or paper reports being sent to you? **Electronic**_____ **Paper** _____

(Please circle one number for each question.)	Always				Never
Was the Calibration Report Accurate?	5	4	3	2	1
Was the laboratory staff helpful and courteous?	5	4	3	2	1
Was the work completed in a timely manner?	5	4	3	2	1
Are packages returned appropriately packed?	5	4	3	2	1
Are phone calls/ emails returned in a reasonable time frame?	5	4	3	2	1
Are questions answered in a reasonable amount of time?	5	4	3	2	1

Additional Comments: _____

_____

_____

_____

Information regarding our services, including printable copies of our NVLAP accreditation can be found at; http://www.ohioagriculture.gov/weights/

Email return to our Division can be sent to: weights@agri.ohio.gov

Thank you for your time.

Company Name: _____ **Phone Number:** _____

Address: _____ **City:** _____ **State:** _____

Contact Person: _____ **Title:** _____