



**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](mailto:weights@agri.ohio.gov)

Thank you for your time.

Company Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

