NORTH CAROLINA WASTEWATER/GROUNDWATER LABORATORY CERTIFICATION (NC WW/GW LC) CUSTOMER SERVICE SURVEY

To improve our service to you and to maintain the quality of the laboratory inspection process, we request that you complete the following survey. Your comments are important to us. An electronic version of this form and a more in-depth program evaluation form may be found on the North Carolina Division of Water Resources, Water Sciences website at http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch/application-forms-0.

Please return this survey by any one method listed to:

Lawrence Wade, Laboratory Section Assistant – Lawrence.Wade@ncdenr.gov Facsimile (919) 733-6241
DEQ/DWR/WSS Chemistry Laboratory
1623 Mail Service Center
Raleigh, NC 27699-1623
Facsimile (919) 733-6241

Please provide the NC WW/GW LC with your evaluation by rating the following performance areas. Comments are appreciated for any items rated *Poor* or *Fair;* as well as, for items rated *Excellent* (space is provided on the bottom of this form). Please use the following rating scale for each applicable auditor in the Auditor Performance section of the survey:

***0 - No Evaluation* (use if an item is not applicable to your laboratory), *1 – Poor*, *2- Fair*, *3- Good*, *4- Very Good*, *5 - Excellent*.**

Performance Area	Michael Cumbus	Todd Crawford	Jason Smith	Tonja Springer	Beth Swanson	Anna Ostendorff	Tom Halvosa	Dana Satterwhite
1. The auditor interacted with your staff in a courteous and professional manner.								
2. The auditor was familiar with certification rules, procedures and requirements.								
3. The auditor provides valuable technical assistance.								
4. There is an adequate mechanism for the certified laboratory community to provide input into NC WW/GW LC policy/program development.								
5. The program provides adequate outreach/training opportunities to the certified laboratory community.								
6. Overall, how would you rate our customer service?								

Type of Laboratory (please circle one): **Field** **Municipal** **Industrial** **Field Commercial** **Commercial: in state** **Commercial: out-of-state**

Have you accessed the North Carolina WW/GW Laboratory Certification Program website at:
http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch **?**
YES or NO
How would you rate the website? (0-no evaluation, 1-poor, 2-fair, 3-good, 4-very good, 5-excellent) _____

Additional comments including reasons for *Poor, Fair* or *Excellent* ratings or ways in which the program or auditor's performance may be improved (you may attach additional pages as necessary).

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Thank you for taking the time to complete our survey.

March 2020