



Texas Department of Agriculture - Customer Survey

Texas Department of Agriculture
Giddings Metrology Laboratory
P.O. Box 1518
Giddings, Texas 78942
Phone: (979) 542-3231
Metrology@TexasAgriculture.gov

We hope the recent calibration services you received met your needs and exceeded your expectations. It is our goal to excel and continually improve the services we provide. We value your opinion and welcome any feedback.

Please complete this form and either mail it to our laboratory at the address above or print out this form to a file and email it to Metrology@TexasAgriculture.gov. Your participation will help us to improve our laboratory's performance and customer service. Thank you.

On a scale of 1 to 5, please answer the following questions with 1 = Poor and 5 = Excellent. Leave blank if not applicable.

- Was the process for scheduling simple and easy?
- Were phone calls/emails returned in a reasonable time frame?
- Were questions answered in a timely manner?
- Was staff professional, helpful, courteous and knowledgeable?
- Was our service to you performed in a timely fashion?
- Were calibrated items packaged properly for return shipment?
- Is the Calibration Certificate clear and understandable?
- Do the uncertainties meet your requirements?
- How would you rate the overall service provided?
- Would you recommend the Texas Department of Agriculture Metrology Lab to others?

If any rating is <2, please explain.

What can we do to improve our laboratory services?

Customer Name (optional)

Enter Any Positive & Negative Feedback Below
