



CUSTOMER SERVICE SURVEY

Marketing and Regulatory Programs
Agricultural Marketing Service
Livestock and Seed Program

Meat Grading and Certification Branch

The Meat Grading and Certification (MGC) Branch considers customer feedback a vital component for successfully providing the quality of services you expect. The MGC Branch conducts customer surveys to evaluate how well the MGC Branch is meeting your expectations. Please take this opportunity to evaluate us so that we can improve the quality of our services.

TYPE OF OPERATION: (check all that apply)	TYPE OF SERVICE USED: (check all that apply)	RATE EACH STATEMENT USING THE FOLLOWING SCALE:
<input type="checkbox"/> Packer/Processor <input type="checkbox"/> Beef <input type="checkbox"/> Pork <input type="checkbox"/> Lamb <input type="checkbox"/> Veal and Calf <input type="checkbox"/> Further Processing <input type="checkbox"/> Cold Storage <input type="checkbox"/> College/University <input type="checkbox"/> Other	<input type="checkbox"/> Grading Commitment <input type="checkbox"/> Grading Non-commitment <input type="checkbox"/> Certification Commitment <input type="checkbox"/> Certification Non-commitment <hr/> LOCATION OF SERVICE: (Optional) <hr/> <p style="text-align: center;">STATE</p>	0 = Not Applicable 1 = Strongly Agree 2 = Agree 3 = Neither Agree or Disagree 4 = Disagree 5 = Strongly Disagree

RESPOND ONLINE AT: <http://www.ams.usda.gov/lsg/lm-mg.htm>

Check only one number for each statement.

Service Quality Criteria	Rating
1. The MGC Branch provides accurate, unbiased, reliable service.	0 1 2 3 4 5
2. MGC Branch provides cost-effective services.	0 1 2 3 4 5
3. MGC Branch provides services in a timely manner.	0 1 2 3 4 5
4. MGC Branch complies with your company's sanitation and safety program requirements.	0 1 2 3 4 5
5. MGC Branch management resolves complaints quickly and effectively.	0 1 2 3 4 5
6. MGC Branch managers and supervisors are professional and courteous.	0 1 2 3 4 5
7. MGC Branch managers and supervisors are knowledgeable of the technical aspects of the job.	0 1 2 3 4 5
8. MGC Branch graders are adequately supervised.	0 1 2 3 4 5
9. MGC Branch graders are professional and courteous.	0 1 2 3 4 5
10. MGC Branch graders are knowledgeable of the technical aspects of the job.	0 1 2 3 4 5
11. MGC Branch graders apply standards, specifications and procedures uniformly.	0 1 2 3 4 5
12. MGC Branch administrative personnel are professional and courteous.	0 1 2 3 4 5
13. MGC Branch employees are easily accessible.	0 1 2 3 4 5
14. MGC Branch employees handle inquiries promptly.	0 1 2 3 4 5
15. I can address my MGC Branch service related concerns openly and comfortably.	0 1 2 3 4 5

Please attach any comments to this survey. Specific concerns require contact information; please include your E-mail address so that we may respond directly to you. **E-mail address:**

THANK YOU FOR COMPLETING THIS SURVEY.

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