



## Method Developer Feedback Survey

Thank you for giving us the opportunity to serve you better. Please take a few minutes to tell us about your experience.

**Date**



Month Day Year

**Customer Name (First and Last) \***

**Email \***

example@example.com

**Customer Organization \***

**Which Program did you use recently? \***

- AOAC Performance Tested Methods (PTM)
- Harmonized project (PTM/OMA/AFNOR/etc)
- Modification services (PTM)
- Annual Certification Renewal (PTM)

**Please select the service used for Consulting: \***

- New Submission for Protocol Development for PTM
- Modification to an Approved PTM
- No Consulting done

**Please indicate your level of satisfaction on the following aspects of our products and services: \***

Very Unsatisfied      Unsatisfied      Satisfied      Very Satisfied      Not applicable

Application process

Delivery of Invoice

Payment processing

Delivery of Consultant notification

Expert peer review and approval of protocols and/or manuscripts

Independent Laboratory Process (if applicable)

Annual Renewal communication

**Comments:**

**Please indicate your level of satisfaction on the following aspects of our products and services in relation to your assigned TECHNICAL CONSULTANT: \***

**Very Unsatisfied      Unsatisfied      Satisfied      Very Satisfied      Not Applicable**

**Knowledgeable**

**Professionalism**

**Quality of Service Provided**

**Ability to meet Organizational needs**

**Responsiveness to inquiries**

**Overall Communication and follow-up**

**Project Timelines**

**Technical expertise in drafting validation  
outline protocol**

**Comments:**

**On average, how often does your organization apply to use our products or services?**

1-3 Times per year

4-6 Times per year

7-9 Times per year

**Do you have any additional comments regarding interactions with staff or any of the above questions? \***

**Do you have any suggestions for improving our products and services?**

*Thank you for taking the time to complete this survey. We value your comments and experiences.*