Environmental Protection & Waste Services Division (EP&WSD)
Customer Satisfaction Survey for the
Environmental Management Programs (Legacy)

The Environmental Management Programs (Legacy) (EMP) group identifies environmental vulnerabilities and works toward resolution of identified issues. The EMP group is involved in short-term and long-term environmental management planning and integration (e.g., legacy clean ups at ORNL). The EMP group is UT-Battelle's contact point for interfacing and integrating with the U.S. Department of Energy, Office of Environmental Management (DOE-EM), and various DOE-EM programs and sponsors.

Instructions:

1. Save the form to your desktop.
2. Use the hand tool in Adobe Acrobat to fill out this form. Position the pointer inside a form field, and click. The I-beam pointer allows you to type text. After entering text or making a selection, do one of the following:
   - Press Tab or Shift+Tab to accept the form field change and go to the next or previous field.
   - Press Enter (Windows) or Return (Mac OS) to accept the text form field change and deselect the current field.
   - If the current field is a check box, left clicking your mouse, or pressing Enter or Return turns the check box on or off. In a multiline text form field, pressing Enter or Return creates a paragraph return in the same form field. You can use Enter on the keypad to accept the change.
   - Press Escape to reject the form field change and deselect the current form field. If you are in Full Screen mode, pressing Escape a second time causes you to exit Full Screen mode.

Once you have filled in the appropriate form fields save the file and email the file to Denise Saunders at: xan@ornl.gov. If you wish to remain anonymous, you can print the form and put it into plant mail. Address the form to: Denise Saunders, Building 4500N, Room C-36, Mail Stop 6198.

Name (optional): _____ Building (optional): _____

Division (required): _____

1. How often do you use EMP?

Never	Annually	Quarterly	Monthly	Weekly
☐	☐	☐	☐	☐

2. Have you received services through the Legacy Material Disposition Initiative (LMDI)?

☐ Yes ☐ No

3. Which LMDI Campaigns have you utilized within the last year and how satisfied were you with the service provided? Please rate each one as applicable: Very Satisfied (VS), Satisfied (S), Average (A), Dissatisfied (D), Very Dissatisfied (VD).

	LMDI Campaign (check if utilized)	Rating				
		VS	S	A	D	VD
☐	Facility Clean Out	☐	☐	☐	☐	☐
☐	Excess Pump and Motor	☐	☐	☐	☐	☐
☐	Gas Cylinder Campaign	☐	☐	☐	☐	☐
☐	Excess Chemical Campaign	☐	☐	☐	☐	☐
☐	Other (please describe below)	☐	☐	☐	☐	☐

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4. Do you understand the requirements for dispositioning legacy materials?

Fully ☐ Mostly ☐ Not sure ☐ Not at all (rely totally the LMDI Representative) ☐

5. How satisfied were you with EMP's overall work?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

6. How satisfied were you with EMP's overall quality of work for the task(s)?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

7. How satisfied were you with the technical performance of the EMP personnel?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

8. How satisfied were you with the professionalism (i.e., attitude, respect, fairness, trust, understanding the problem, providing a solution to the problem) of the EMP personnel?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

9. How satisfied were you with EMP response time to the task(s)?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

10. How satisfied were you to EMP value added to the task(s)?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

11. How satisfied were you with EMP cost to perform the tasks(s)?

☐ Very Satisfied ☐ Satisfied
☐ Average ☐ Dissatisfied
☐ Very Dissatisfied ☐ Not applicable

12. Did you receive adequate feedback on the status of work being performed?

☐ Always ☐ Frequently
☐ Sometimes ☐ Infrequently
☐ Never

13. If there was one change you could make to improve EMP operations to better serve you as a customer, what change would you make?

14. Would you use EMP again?

☐ Yes ☐ No ☐ Not applicable

15. Would you like to discuss any issues?

☐ Yes ☐ No

If yes, please contact Dirk Van Hoesen (574-7264)

16. Additional comments (e.g., positive observations or specific problems/areas of weakness):