

**Environmental Protection & Waste Services Division (EP&WSD)
Customer Satisfaction Survey for Laboratory Waste Services (LWS)**

Laboratory Waste Services (LWS) provides waste management support services to ORNL research and support organizations to assure that fully characterized and certified waste are safely delivered for disposal, while properly balancing cost and risk.

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): _____

<p>1. How often do you use LWS?</p> <p>Never Annually Quarterly Monthly Weekly</p>	<p>2. Do you understand the requirements for dispositioning your waste?</p> <p>Fully Mostly Not sure Not at all (rely totally Waste Services Representative {WSR})</p>
<p>3. Do you know how to access LWS support?</p> <p>Fully Mostly Not sure Not at all (rely totally on the WSR) Not applicable</p>	<p>4. How satisfied were you with LWS's overall work?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>
<p>5. How satisfied were you with the technical performance of the LWS personnel?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>	<p>6. How satisfied were you with your WSR?</p> <p>Very Satisfied Satisfied Average Dissatisfied Very Dissatisfied Not applicable</p>

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7. Which LWS programs have you utilized within the last year and how satisfied were you with the services provided? Please check the applicable LWS programs used and rate as: Very Satisfied (VS), Satisfied (S), Average (A), Dissatisfied (D), Very Dissatisfied (VD).

√	LWS Programs	VS	S	A	D	VD
	Chemical Management Center					
	WSR Program					
	Paper/Toner Cartridge Recycle					
	Photographic/Silver Recovery					
	Universal Waste Recycle (e.g., lamps, batteries)					
	Used Oil Pick-up/Recycle					
	Waste Planning (TRU/Waste Certification Reengineering)					

8. Which LWS functions have you interacted with 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).

√	LWS Programs	VS	S	A	D	VD
	Chemical Management					
	Document Preparation					
	Hazardous Materials Spill Response					
	Laboratory clean out and facility shut down support					
	Pollution prevention and recycling					
	Training					
	Waste acceptance reviews					
	Waste certification					
	Waste characterization support					
	Waste identification					
	Waste packaging					
	Waste planning					
	Waste staging					
	Waste shipping					
	Other (describe below)					

9. How much waste do you generate per month?

<input type="checkbox"/>	Hazardous Waste (i.e., RCRA/TSCA-regulated wastes)	<input type="checkbox"/>	0-10 kg	<input type="checkbox"/>	11-100 kg	<input type="checkbox"/>	101-1000 kg	<input type="checkbox"/>	>1000kg
<input type="checkbox"/>	Solid Low-Level Waste	<input type="checkbox"/>	0-10m ³	<input type="checkbox"/>	11-50 m ³	<input type="checkbox"/>	51-100 m ³	<input type="checkbox"/>	>100 m ³
<input type="checkbox"/>	Mixed Waste	<input type="checkbox"/>	0-10 kg	<input type="checkbox"/>	11-100 kg	<input type="checkbox"/>	101-1000 kg	<input type="checkbox"/>	>1000kg
<input type="checkbox"/>	Transuranic (TRU) Waste	<input type="checkbox"/>	<1 m ³	<input type="checkbox"/>	1-5 m ³	<input type="checkbox"/>	6-10 m ³	<input type="checkbox"/>	>10m ³

10. How satisfied were you with LWS response time to the task(s)?

Very Satisfied	Satisfied
Average	Dissatisfied
Very Dissatisfied	Not applicable

11. How satisfied were you with the response time for waste paperwork/review/approval and waste pickup?

Very Satisfied	Satisfied
Average	Dissatisfied
Very Dissatisfied	Not applicable

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<p>12. How satisfied were you to LWS value added to the task(s)?</p> <table border="0"> <tr> <td>Very Satisfied</td> <td>Satisfied</td> </tr> <tr> <td>Average</td> <td>Dissatisfied</td> </tr> <tr> <td>Very Dissatisfied</td> <td>Not applicable</td> </tr> </table>	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	Not applicable	<p>13. How satisfied were you with LWS cost to perform the tasks(s)?</p> <table border="0"> <tr> <td>Very Satisfied</td> <td>Satisfied</td> </tr> <tr> <td>Average</td> <td>Dissatisfied</td> </tr> <tr> <td>Very Dissatisfied</td> <td>Not applicable</td> </tr> </table>	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	Not applicable
Very Satisfied	Satisfied												
Average	Dissatisfied												
Very Dissatisfied	Not applicable												
Very Satisfied	Satisfied												
Average	Dissatisfied												
Very Dissatisfied	Not applicable												
<p>14. Did you receive adequate feedback on the status of work being performed?</p> <table border="0"> <tr> <td>Always</td> <td>Frequently</td> </tr> <tr> <td>Sometimes</td> <td>Infrequently</td> </tr> <tr> <td>Never</td> <td></td> </tr> </table>	Always	Frequently	Sometimes	Infrequently	Never		<p>15. Have you ever used the Chemical Management Center (CMC) for recycling of your unwanted but usable chemicals? If yes, how often?</p> <table border="0"> <tr> <td>Frequently</td> <td>Sometimes</td> </tr> <tr> <td>Infrequently</td> <td>Never</td> </tr> </table>	Frequently	Sometimes	Infrequently	Never		
Always	Frequently												
Sometimes	Infrequently												
Never													
Frequently	Sometimes												
Infrequently	Never												
<p>16. What would you do to improve CMC operations and pollution initiatives at ORNL?</p>													
<p>17. If there was one change you could make to improve LWS operations to better serve you as a customer, what change would you make?</p>													
<p>18. Do you plan to continue using LWS for all of your waste management needs?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> <td>Not applicable</td> </tr> </table>	Yes	No	Not applicable	<p>19. Would you like to discuss any issues?</p> <table border="0"> <tr> <td>Yes</td> <td>No</td> </tr> </table> <p>If yes, please contact John Powell (574-1514).</p>	Yes	No							
Yes	No	Not applicable											
Yes	No												
<p>20. Additional comments (e.g., positive observations or specific problems/areas of weakness):</p>													