NORTH CAROLINA WASTEWATER/GROUNDWATER LABORATORY CERTIFICATION (NC WW/GW LC)
PROGRAM PERFORMANCE EVALUATION

To improve our service to you and to maintain the quality of the laboratory inspection process, we request that you complete the following evaluation. Your comments are important to us. Please use the reverse side of this form to discuss issues not addressed in the items listed below or to go into more detail. Completing and returning this form is voluntary; however, we would appreciate your input. All data collected will be considered confidential. The feedback you provide will be used to evaluate and improve program and auditor performance and target areas where additional training is needed. An electronic version of this form may be found at http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch/application-forms-0 . Please return this evaluation by any one method listed to:

Jennifer Seaver, Administrative Specialist – jennifer.seaver@ncdenr.gov
Facsimile (919) 733-6241
DEQ/DWR/WSS Chemistry Laboratory
1623 Mail Service Center
Raleigh, NC 27699-1623

Please provide the NC WW/GW LC with your evaluation by rating the following performance areas. Comments are appreciated for any items rated *Poor* or *Fair;* as well as, for items rated *Excellent* (space is provided at the end of this form). Please use the following rating scale for each applicable auditor in the Auditor Performance section of the survey:

***0 - No Evaluation* (use if an item is not applicable to your laboratory), *1 – Poor*, *2- Fair*, *3- Good*, *4- Very Good*, *5 - Excellent*.**

Performance Area	Michael Cumbus	Todd Crawford	Tonja Springer	Jason Smith	Anna Ostendorff	Beth Swanson	Tom Halvosa	Jill Puff
Auditor Performance								
1. The auditor contacted you in advance of your audit and answered your questions.								
2. The checklists were mailed to you prior to the inspection in a timely manner.								
3. The auditor arrived on time and at the agreed place.								
4. The auditor's questions and comments were pertinent to laboratory operations.								
5. The auditor interacted with your staff in a courteous and professional manner.								
6. The auditor was familiar with certification rules, procedures and requirements.								
7. The auditor was knowledgeable of quality assurance issues.								
8. The auditor was knowledgeable of environmental laboratory methods within the scope of your laboratory's certification.								
9. Overall auditor management skills: preparation, organization, and direction.								
10. The auditor demonstrated sound judgement, objectivity and fairness.								
11. The auditor was able to easily adapt to different personalities during interviews.								
12. The auditor performed a thorough assessment of the records for each of the certified methods.								
13. The audit results were summarized in an exit interview following the inspection in a clear and impartial manner. 13 b. Do you prefer your auditor conduct an exit interview? **YES** or **NO**								
14. Post-inspection correspondence with the auditor has been informative and timely.								
15. The auditor provides valuable technical assistance.								
16. Do you feel comfortable contacting your auditor for technical assistance?								
17. What best describes your perception of the auditor's approach to the inspection? **1-Unreasonable 2-Policing, looking to find things wrong, 3-Indifferent, only somewhat effective, 4-Thorough but fair, 5- Enthusiastic and instructive. Other:**								

Program Management Contacts [check one box]	**No Evaluation**	**Poor**	**Fair**	**Good**	**Very Good**	**Excellent**
18. Do you feel comfortable contacting the Technical Assistance/Compliance Specialist (**Beth Swanson**) for technical assistance? 18 b. Have you had interaction with Beth in person, via phone or via email: YES or NO						
19. Do you feel comfortable contacting the Technical Assistance/Compliance Specialist (**Anna Ostendorff**) for technical assistance? 19 b. Have you had interaction with Anna in person, via phone or via email: YES or NO						
20. Do you feel comfortable contacting the Environmental Program Supervisor (**Todd Crawford**) for technical assistance? 20 b. Have you had interaction with Todd in person, via phone or via email: YES or NO						
Report Evaluation [check one box]	**No Evaluation**	**Poor**	**Fair**	**Good**	**Very Good**	**Excellent**
21. The report was received in a timely manner.						
22. The report format is easy to follow.						
23. Inspection findings and conclusions were presented in a logical and orderly sequence and in appropriate depth.						
24. Noted findings are valid.						
25. The report reflected the findings as described to you during the exit interview.						
Program Evaluation [check one box]	**No Evaluation**	**Poor**	**Fair**	**Good**	**Very Good**	**Excellent**
26. Correcting the findings noted in the audit will improve your laboratory's operations and data quality.						
27. The NC WW/GW LC program is beneficial for your laboratory's professional marketability.						
28. There is an adequate mechanism for the certified laboratory community to provide input into NC WW/GW LC policy/program development.						
29. The program provides adequate outreach/training opportunities to the certified laboratory community.						
30. Overall ranking of the North Carolina WW/GW Laboratory Certification Program.						

Type of Laboratory (please circle one): **Field** **Municipal** **Industrial**
Field Commercial **Commercial: in state** **Commercial: out-of-state**

Duration of last inspection (number of hours at laboratory) _____
Have you accessed the North Carolina WW/GW Laboratory Certification Program website at:
http://deq.nc.gov/about/divisions/water-resources/water-resources-data/water-sciences-home-page/laboratory-certification-branch ?
YES or NO
How would you rate the website? (0-no evaluation, 1-poor, 2-fair, 3-good, 4-very good, 5-excellent) _____

Additional comments including reasons for *Poor, Fair* or *Excellent* ratings or ways in which the program or auditor's performance may be improved (you may attach additional pages as necessary).

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