

**WEIGHTS & MEASURES SURVEY 2017**

Total # surveys sent out	85	Completed surveys returned	12
unopened surveys returned as undeliverable	3	Percent returned	14.63%
Surveys (assumed) received by operators	82		

SURVEY QUESTION	Very Satisfied	Satisfied	Very Dissatisfied	Dissatisfied	Does Not Apply	totals	% satisfied
How satisfied are you that the inspector identified him/herself and the purpose of their visit?	7	2	1	1		11	81.82%
Was courteous and professional?	7	2	1	1		11	81.82%
Went over the inspection report thoroughly?	5	4	1		1	11	81.82%
Gave recommendations for correction of violations/errors?	4	4	1		2	11	88.89%
How satisfied are you that the inspection process used methods that fairly evaluated your business?	5	4		1	1	11	90.00%
How satisfied are you that the inspection process fairly and accurately assesses the following for your business? Scales, pumps, meters and/or measures	5	4	1		1	11	90.00%
Price scanning and/or price control systems?	4	3	1		3	11	87.50%
Weighing and measuring of bulk products & packaged goods?	5	3	1		2	11	88.89%
Product labeling, signage and method of sale compliance?	5	4	1		1	11	90.00%
How satisfied are you that the W & M program ensures fairness between the business and the consumer?	4	3				7	100.00%
How satisfied are you that we are inspecting often enough to ensure fairness between the business and the consumer?	4	2		1		7	85.71%
<b>TOTALS</b>	<b>55</b>	<b>35</b>	<b>8</b>	<b>4</b>	<b>11</b>	<b>113</b>	<b>88.24%</b>

**ENTER WRITTEN COMMENTS BELOW (comments are typed exactly as written)**

<b>5. In your opinion, What, if anything, can be done to improve the inspection process to better ensure fairness between the business and the consumer?</b>
The process works well. Very happy with the Weights & Measures Program.
No improvements, they do a great job.
Leave the poor farmers alone at the market. Your self important authority is demonic
N/A
N/A, everything good
Previous inspector (2016) very courteous/professional. New guy was accusing me of opening late (he didn't change his clocks for daylight saving) before he even introduced himself.

**6. If you rated any of the above items as somewhat dissatisfied or dissatisfied, please use the space below to briefly explain the reasons for your dissatisfaction.**

N/A

We get audited more often in Appleton than any of the other stores in our district. No consistency across the state.

**7. What additional suggestions, if any, do you have for improving the quality of this program or our services to your business?**

Keep up the good work.

N/A, everything good

**Other comments**