



Department for
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& Technology

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To whom it may concern,

Pye Tait Consulting and QA Research have been contracted to independently conduct the User Perception Survey on behalf of the National Physical Laboratory (NPL).

This is an official study endorsed by the Department for Science, Innovation and Technology (DSIT) and funded through the National Measurement System (NMS) programme.

The survey is designed to collect valuable feedback from our users and collaborators to assess the engagement and satisfaction with NPL's products and services, measure their impact on client outcomes, and evaluate the quality of communication with staff. This will also help identify areas for improvement within the organisation.

The survey analysis will be done using anonymised data and the published analysis will not identify any individual respondent or company.

Please note that personal information processed by Pye Tait Consulting and QA Research for the purposes of this study is considered to fall under the public interest mandate within the UK GDPR and Data Protection Act 2018.

I would like to thank you in advance for taking the time to answer the survey and providing valuable insight into the value of the NMS.

Yours faithfully,

David Burns
Head of National Measurement System Programmes
Department for Science, Innovation and Technology