



News

**BBMRI-ERIC user satisfaction survey template**

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Together with BBMRI-ERIC, experts from BBMRI.at and many other BBMRI-ERIC National Nodes have developed a template for a Biobank User Satisfaction Survey. This survey template is now available for biobanks and can be accessed via the Open Science Platform Zenodo.

The BBMRI-ERIC user satisfaction survey template is intended to help biobanks to have their services evaluated by their users on a regular basis and to collect feedback regarding future needs for services as well as suggestions for improving biobank processes. In this way, they comply with the requirement to seek feedback, for example, in ISO standards 20387:2018 and ISO 9001:2015. The survey template is the basis for the user survey and must be individually adapted by each biobank before it can be used to assess user satisfaction. To support this process, the document also includes an implementation guide.

[Access via Zenodo>](#)