



SURVEY DATA COLLECTION SOLUTIONS

FOR MARKET AND PUBLIC OPINION
RESEARCH ORGANIZATIONS

Protect your research – **and your reputation** – from costly survey printing, mailing and processing errors that compromise the quality of your data.

www.npcweb.com/surveys



Your customers are depending on you to deliver high quality data...

When research is being used to drive real-world change, the highest levels of accuracy and accountability throughout the survey production and data capture processes are critical to delivering your customers the highest quality data.

We provide accurate and auditable printing, mailing and processing solutions that give you a high level of control and confidence throughout the lifecycle of your survey program. Layers of security ensure protection of confidential information and keep you in 100% compliance with strict data privacy regulations.

Don't settle for a vendor, **expect a partnership**

NPC has been printing, mailing and processing mail-mode surveys for government-sponsored research for more than 20 years.

We know firsthand that security is crucial to protecting the privacy of the people taking your survey, and that precision and accuracy are vital to the credibility of your research.

That is why we partner with you to customize a solution that meets your program's specific quality, security and capacity needs.

You'll never have to worry about whether or not...

- Your sensitive and confidential information is secure.
- Every survey you send is correct and accounted for until it reaches your respondents.
- You have seamless access to program progress and requisite reports throughout the lifecycle of your survey program.
- Your surveys will be delivered on time, every time.



How can we help?



End-to-End Accountability & Accuracy of Each Survey Package



**Make sure each and every
survey package is correct and
accounted for.**

We use a closed-loop process with camera verification and quality checkpoints to precisely track and trace mail pieces throughout the production process. This ensures that each survey is printed, packaged and mailed in accordance with the intended survey methodology. An audit report verifies that each survey packaged was produced and mailed with the correct cover letter, survey, BRE and dollar bill – if using cash incentives.

Just-in-Time Production



Deliver a better experience and get your surveys to people faster.

We can help you reduce production-to-delivery times so you can get surveys to people sooner and minimize the number of survey re-mailings. People who already completed a survey will appreciate not being sent duplicate mailings, and you'll save valuable printing and postage costs in the process.

Return Mail Management



Avoid the burden of undeliverable mail and reduce survey processing time and costs.

Managing and processing completed surveys and undeliverable mail is a costly resource drain on your organization. We can help you process complete surveys quickly and accurately, digitally capture the survey response data, and provide the information back to you in any format.



Why NPC?



We'll customize solutions and provide personalized service that meets your specific needs.

We're always ready to react quickly to customer's changing needs thanks to our talented technical team. We'll collaborate with you to address project management gaps and identify opportunities to improve quality, capacity and security, while also investing in process innovations that help you evolve and stay ahead of the changing needs of your customers.



We'll protect your confidential information and the privacy of people taking your survey.

It's critical that every link in your supply chain takes security as seriously as you do. We adhere to rigorous standards and protocols for cyber and physical security, and we're committed to helping you maintain 100% compliance with strict data privacy regulations.

- Level 5 Public Trust MBI/Tier2 Moderate Clearance for personnel
- FISMA NIST 800-53 Rev 4 - Moderate Level
- SOC 2 + HITRUST CSF
- HIPAA Compliant



We have 50+ years of past performance servicing Federal Government Agencies.

We understand government contracts and requirements. We've been a top provider of print and related services to the Federal Government for decades, successfully completing numerous high-profile programs for federal agencies, including:

- Centers for Medicare and Medicaid Services (CMS)
- Social Security Administration (SSA)
- Department of Veterans Affairs (VA)
- Bureau of Labor Statistics (BLS)
- Internal Revenue Service (IRS)
- U.S. Patent and Trademark Office (USPTO)
- U.S. Postal Service (USPS)
- Department of Transportation (DOT)
- Centers for Disease Control and Prevention (CDC)



We can help you meet your small business utilization requirements.

NPC qualifies for small business status to work on Federal Government contracts under printing and publishing NAICS codes (North American Industry Classification System).

- 323111 - Commercial Printing
- 323117 - Books Printing
- 323120 - Support Activities for Printing
- 511120 - Periodical Publishers
- 511130 - Book Publishers
- 511140 - Directory and Mailing List Publishers
- 511199 - All other Publishers





Let's talk about ways to improve the accuracy of your survey print and mail production processes so you can get the high quality data your customers expect.

Whether you're looking to outsource the full survey data collection process or you need an outsourcing partner to handle complex or large-scale survey programs outside the typical scope of your organization, we can help.

Schedule a **Consultation**

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