

For your chance to win, simply fill in your details and the questionnaire below and fax it back to us on 01992 766 676.

Date: _____ **Tel:** _____ **Email:** _____

Customer Name: _____ **Contact Name:** _____

Overall level of satisfaction: *(please circle appropriate answer)*

1. What is your overall level of satisfaction with our laboratory services?

Very pleased Pleased Adequate Dissatisfied Strongly Dissatisfied

2. Will you use our service again?

Yes Maybe No

3. Did you receive value for the fees charged?

Yes Maybe No

Please circle the number that best represents your feelings. The first set of numbers relate to your expectations, the second how we performed.

	Expectations	Performance
	Degree of importance to me 5=very important 1=unimportant	Performance of laboratory 5=very satisfied 1=strongly dissatisfied
4. Obtaining prices and quotes is easy	5 4 3 2 1	5 4 3 2 1
5. Employees respond in a timely manner	5 4 3 2 1	5 4 3 2 1
6. Submitting samples is easy and convenient	5 4 3 2 1	5 4 3 2 1
7. Employees are courteous	5 4 3 2 1	5 4 3 2 1
8. Agreed turnaround time is met	5 4 3 2 1	5 4 3 2 1
9. Report delivery meets my needs	5 4 3 2 1	5 4 3 2 1
10. Reports are easy to understand	5 4 3 2 1	5 4 3 2 1
11. Invoices are easy to understand	5 4 3 2 1	5 4 3 2 1
12. Payment procedures are easy and convenient	5 4 3 2 1	5 4 3 2 1

10. What can we do to serve you better?