

For your chance to win an **iPod** shuffle, simply fill in your details and the questionnaire below and fax it back to us before the end of Monday September 17<sup>th</sup> on 01992 766 676.



Date: \_\_\_\_\_

Tel: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Contact e-mail address: \_\_\_\_\_

### Overall level of satisfaction.

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 to how we performed.**

	Degree of importance to me 5=very important 1=unimportant	Performance of laboratory 5=always 1=never
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

13. What can we do to serve you better?