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| --- |
| Date:  |
| **CUSTOMER INFORMATION** |
| Company Name  |  |
| Name and Surname |  |
| Mission |  |
| Telephone - Fax |  |  |
| Email |  |
| **QUESTIONS** |  Very Good Good Bad Very Bad  |
| Can you reach the company easily? | [ ]  | [ ]  | [ ]  | [ ]  |
| Are you satisfied with your communication with Customer Relations? | [ ]  | [ ]  | [ ]  | [ ]  |
| How do you find the speed and knowledge competence of Customer Relations in meeting your needs?  | [ ]  | [ ]  | [ ]  | [ ]  |
| Do you find the delivery time of our offer sufficient? | [ ]  | [ ]  | [ ]  | [ ]  |
| Do you find our laboratory fast and committed to deadlines? | [ ]  | [ ]  | [ ]  | [ ]  |
| Does the "Analysis Report" prepared as a result of the analysis contain understandable and sufficient information? | [ ]  | [ ]  | [ ]  | [ ]  |
| Can our laboratory meet your needs in terms of analyzes? | [ ]  | [ ]  | [ ]  | [ ]  |
| Are you satisfied with the service quality of our company? | [ ]  | [ ]  | [ ]  | [ ]  |
| How do you find the attitude of the technical staff working in the Sample Acceptance and Reporting Unit towards you? | [ ]  | [ ]  | [ ]  | [ ]  |
| Are the principles of impartiality, confidentiality and honesty applied in the service provided? | [ ]  | [ ]  | [ ]  | [ ]  |
| Comments and Suggestions |  |

\*The following section will be filled in by USB Certification.

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| **Quality Manager Assessment** | **Laboratory Manager Evaluation** |
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