

CUSTOMER SATISFACTION (CSL-___-_____)

Dear Customer,

This questionnaire will help us to evaluate and continually improve our customer service. Thus, we would very much appreciate if you could answer a number of questions. Thank you for your assistance.

Your consilab team

1. How would you rate the overall quality of the services you received?

Very satisfied Satisfied Average Not satisfied

2. Please rate the time management of our services:?

Very satisfied Satisfied Average Not satisfied

3. How would you rate the professional competence of your contact person?

Very satisfied Satisfied Average Not satisfied

4. How satisfied were you with our cooperation and communication?

Very satisfied Satisfied Average Not satisfied

5. What do you think of the solution we developed to your project?

Better than expected As expected Poorer than expected Not applicable

6. How useful was the service we offered and provided for you and your company?

Very useful Useful Less useful Not applicable


7. Would you recommend us?

Definitively yes Probably yes Probably not Definitively not



8. How was the price performance ratio of our services?

Appropriate Not appropriate (here, we would be happy about a note)



9. Would an accreditation according to ISO 17025 of our laboratory be important?

Yes, even at a higher price Yes, only at the same price No, even at the same price

10. How did you hear about us?

11. What comments or recommendations would you offer to improve our service?