

Customer Satisfaction Survey

Client Name	
Project Title	
Client Contact	
Service Provided	
Date	

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 relates to your expectations, and 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 promptly	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?