

Document title: Customer Satisfaction Survey		Document code: LAB-F-MS-09
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The Commenter Name:

Measuring by ☐ Phone ☐ Interview ☐ Email ☐ Social media ☐ Post ☐ Etc

Dear customer, please provide your valuable and constructive opinions in order to improve the activities and processes of the laboratory.

No.	Action(Activity)	Weight	Verysatisfied(8-3)	Satisfied(6-8)	Neutral(4-6)	unsatisfied(2-4)	Very	Irrelevant	Total score
1	How cooperative was the laboratory staff in following up on the customer's request until the answer was provided?	0.2 3							
2	How fast was the laboratory in following up on the customer's request until providing the answer?	0.1 5							
3	To what extent is the delivery time of results satisfactory?	0.2 3							
4	To what extent do the format of the test report and the headings included in it meet your needs?	0.3 1							
5	To what extent is the quality of the results provided by the laboratory acceptable?	0.0 8							

Name of person completing the form:	Position:
Contact number:	Date:
	Signature:

This section is completed by the laboratory

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Customer / Customer Representative (Name): Signature: Date:	Formula = $\Sigma(\text{Question Score} * \text{Weight}) * 10 =$	Total score	
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Other Comments and suggestions:

QA Manager: Signature:	Date:
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