

Customer satisfaction assessment

		CUSTOMER SATISFACTION ASSESSMENT	TESTING LABORATORY	
CUSTOMER INFORMATION				
Date			Phone number	
Customer name			Email Address	
Department			Location	
RATING: give each item a rating from 1 to 10 (10 is the highest). If not applicable, put N /				
A Details		Evaluation		in Note
1. Laboratory test results are reported in a timely				
manner 2. Laboratory test results are reliable and accurate				
3. The laboratory works effectively with the test application				
4. The Laboratory works effectively with Claims				
5. The results are reported effectively to the customer				
COMMENTS: specify comments, both positive and negative, if any				
, FOR USE BY THE LABORATORY				
ONLY Notes		Received	Signature	Date

* Attach appropriate supporting documentation, if necessary