

F 43 Customer Satisfaction Survey

Dear Customer,

we would like to ask you to answer the questions below. We will use your answers to determine your satisfaction with our services and subsequently to continuously improve them, as required by EN ISO/IEC 17025:2018.

Please, mark your answers next to the number (1 - excellent, 2 - good, 3 - satisfactory, 4 - unsatisfactory) or do not mark if you do not wish to rate.

After completing the questionnaire, please send it to info@air-lab.cz or by post to:
Testing laboratory Air-lab, Československé armády 32, Jablonec nad Nisou, 466 05.

A) HOW SATISFIED ARE YOU WITH THE LEVEL OF INFORMATION ABOUT OUR COMPANY'S SERVICES?				
■ Promotional materials, reference documents:.....	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Personal and other contacts (phone, e-mail):.....	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ WWW pages:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

B) HOW SATISFIED ARE YOU WITH THE LEVEL OF OUR COMPANY'S OFFERS?				
■ Level of technical solutions, proposals:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Response to individual requests:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Completeness and clarity of the offer:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Timeliness of sending the offer:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

C) HOW SATISFIED ARE YOU WITH THE EXECUTION OF OUR TESTS?				
■ Documentation of progress of work and documentation of tests:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Awareness and response to comments:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Quality of delivered results:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>
■ Meeting delivery deadlines:	<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>

D) DO YOU EXPECT TO CONTINUE TO MAINTAIN A BUSINESS RELATIONSHIP WITH OUR COMPANY?
<input style="width: 60%; height: 20px;" type="text" value="Yes (why)"/> <input style="width: 30%; height: 20px;" type="text" value="Not sure"/>
<input style="width: 60%; height: 20px;" type="text" value="No (why)"/>

E) If you have any other requirements or comments, please let us know:
<div style="border: 1px solid black; width: 100%; height: 100%;"></div>

F) QUESTIONS ANSWERED				
<table style="width: 100%;"> <tr> <td style="width: 50%; padding: 5px;">■ Name: <input style="width: 90%;" type="text"/></td> <td style="width: 50%; padding: 5px;">Date: <input style="width: 90%;" type="text"/></td> </tr> <tr> <td style="padding: 5px;">■ Company: <input style="width: 90%;" type="text"/></td> <td></td> </tr> </table>	■ Name: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>	■ Company: <input style="width: 90%;" type="text"/>	
■ Name: <input style="width: 90%;" type="text"/>	Date: <input style="width: 90%;" type="text"/>			
■ Company: <input style="width: 90%;" type="text"/>				

Thank you and we are looking forward to further cooperation.