

Customer Satisfaction Survey

Date:

Customer:

Customer Representative:

E-mail:

Q01: In general, how satisfied are you with the services provided by Torch Material Laboratory?

Poor

Weak

Average

Good

Excellent

Q02: Were the laboratory employees courteous and professional?

Poor

Weak

Average

Good

Excellent

Q03: Was the testing conducted in an efficient and accurate manner?

Poor

Weak

Average

Good

Excellent

Q04: Was the test report complete, accurate and received in a timely fashion?

Poor

Weak

Average

Good

Excellent

Q05: If a similar need arose again in the future, would you consider the services of Torch Material Laboratory again?

Yes

No

Q06: What service-related improvements can you recommend?

Q07: Other questions or comments?

Customer Signature & Stamp

