

CUSTOMER QUESTIONNAIRE / FEEDBACK FORM

Company :	Questionnaire No. :
Name :	Date of Issue :
Position :	Project No. :
Date :	

Could you please answer the following questions by placing a tick on the appropriate box:

	Yes	No
Is this the first time you have dealt with National Laboratory?	<input type="checkbox"/>	<input type="checkbox"/>
How did you hear of the company?	Which National Laboratory office did you deal with?	
Advertisement <input type="checkbox"/>	Dubai <input type="checkbox"/>	
Word-of-mouth <input type="checkbox"/>	Sharjah <input type="checkbox"/>	
Visit by National Laboratory representative <input type="checkbox"/>	Ras Al Khaimah <input type="checkbox"/>	
Mailshot <input type="checkbox"/>		
Previous Projects <input type="checkbox"/>		
Other (please specify) <input type="checkbox"/>		

	Low	Average	High
How would you rate our level of service compared to the expected standards in our industry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Laboratory's understanding of your requirements and objectives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Laboratory's ability to adhere to project deadlines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Laboratory's ability to keep you informed of the progress of the work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Laboratory's ability to respond promptly to any queries you may have had?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The courtesy, technical ability and professionalism of the National Laboratory staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity and scope of the report/documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of the report/documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Laboratory's overall performance on this project?			

Please give any comments, which might assist National Laboratory in improving the service provided to their customers.

Reviewed By:
Date:

Company Seal :

* Please fax duly filled & signed format to 04-2580044