

	Document no:	SD 009
	Revision status:	F
CUSTOMER FEEDBACK QUESTIONNAIRE	Date of issue:	31/10/24
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Your feedback and suggestions are crucial in our efforts of continual improvement and achieving our ultimate goal of EXCELLENCE. We would greatly appreciate if you could complete the following questionnaire by indicating your level of satisfaction for each category below.

Kindly forward your completed response via e-mail using the following email address: services@factlabs.co.za

Company Name	
Company Representative Name	
Signature	
Date	

	Excellent	Good	Fair	Poor
1. Overall Satisfaction: How satisfied are you with the overall service provided by our laboratory?				
2. Quality of Results: How would you rate the accuracy and reliability of the test results?				
3. Timeliness in Microbial testing: How satisfied are you with the turnaround time for receiving your test results for microbiological analyses?				
4. Timeliness in Chemistry testing: How satisfied are you with the turnaround time for receiving your test results for chemistry related analyses?				
5. Client Support: How would you rate the clarity, effectiveness and responsiveness of our communications with you, including requests for quotations and technical support?				
6. Affordability: How would you rate the affordability and price competitiveness of our services?				
7. Correctness in reporting: How do you rate the correctness of our reports?				
8. Correctness in invoicing: How do you rate the accuracy and correctness of our invoicing and statements?				

Kindly elaborate below, if you have indicated "Poor" in response to any of the questions

Suggestions for improvement and/or comments

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Written by	Original Signed	Approved by	Original Signed	Copy no.
Original stamp	Original Stamped	Copy stamp		