



Instituto Nacional de Investigación
y Tecnología Agraria y Alimentaria

SUBDIRECCIÓN GENERAL DE
INVESTIGACIÓN Y TECNOLOGÍA
CENTRO DE INVESTIGACIÓN
EN SANIDAD ANIMAL

CUSTOMER SATISFACTION QUESTIONNAIRE

CUSTOMER:

Please rate your satisfaction in accordance with the following criteria:

- 1 = Very dissatisfied
- 2 = Dissatisfied
- 3 = Neutral
- 4 = Satisfied
- 5 = Very satisfied

Questions How satisfied are you with each of the following issues?	1	2	3	4	5
1. Treatment/use given to your samples in our laboratory.					
2. Quality/reliability of assay reports provided by the laboratory.					
3. Turn-around times for assays. Received requested information or test containers in a timely manner.					
4. Error detection in services rendered by the laboratory.					
5. Satisfaction with resolution to a concern. Response to technical questions and concerns.					
6. Kindness of laboratory staff.					
7. Reliability of laboratory staff.					
8. Valuation in comparison to other similar laboratories.					

Additional comments and/or suggestions:

Signed:

Date: