EGE UNIVERSITY TEXTILE and APPAREL RESEARCH-APPLICATION CENTER WASHING LABORATORIES

CUSTOMER CONTENTMENT QUESTIONNAIRE FORM

Dear our customer,
The questionnaire form, which is prepared for the service you had taken from our Center, is going to canalize us to perform you better services by your critics and comments in future. Therefore, please send us the form after filling the questionnaire with paying attention and cordially. Thank you for your interest.

Laboratory Manager

PART - I: COMPANY INFORMATION

Company Name	:
Business Area	:
Phone / Fax No	:
E-mail / Web Address	:

PART - II: COMMENTS RELEVANT TO THE SERVICE TAKEN FROM THE CENTER

Please fill the form by choosing the best selection for you

	I completely agree	I agree	I partly agree	I completely disagree	Please specify the service that you disagree.
1. The pre-information about the service that I took was sufficient.	☐	☐	☐	☐	
2. Response time after our application was sufficient.	☐	☐	☐	☐	
3. Services were given with in the time that was promised.	☐	☐	☐	☐	
4. Laboratories are safe enough.	☐	☐	☐	☐	
5. The staff, who gave us the service, was well informed on the subject.	☐	☐	☐	☐	
6. The apparatus and equipment, were sufficient	☐	☐	☐	☐	
7. Manner of the staff was helpful and positive.	☐	☐	☐	☐	
8. The way of taking, keeping and transporting the samples were appropriate.	☐	☐	☐	☐	
9. Experiment reports were clear enough and included the information you desired.	☐	☐	☐	☐	

10. Please specify how you are informed about the laboratory services you have taken.

☐ Advice ☐ Phone ☐ Face to face interview

☐ Other (Please specify.....)

PART - III: GENERAL COMMENTS ABOUT OUR LABORATORIES, ABOUT THE SERVICES YOU WERE GIVEN AND ABOUT THE PROBLEMS.

PART - IV: YOUR REQUESTS FROM OUR LABORATORIES ABOUT NEW SERVICES OR OTHER SUGGESTIONS..

COMPANY AUTHORIZED OFFICER WHO FILLED THE FORM

Name / Surname : Date :

Title : Signature :