CAL-CERT
CALIBRATION CERTIFICATION

Calibration and Sales of Testing Equipment
Accredited to ISO/IEC 17025

ACCREDITED
Laboratory code # CL-108

CUSTOMER SERVICE SURVEY

We strive for excellent customer service.
Therefore, we would appreciate you taking a moment to fill out this customer survey in order for us to evaluate how well we are doing.
Please fax this form to 503-654-9670 or visit www.cal-cert.com to complete on line form.

	Not Applicable	Poor	Fair	Average	Good	Excellent
Timely Scheduling of Service	☐	☐	☐	☐	☐	☐
Communication of schedule changes	☐	☐	☐	☐	☐	☐
Scheduling flexibility	☐	☐	☐	☐	☐	☐
Arrival when promised	☐	☐	☐	☐	☐	☐
Response time for emergency	☐	☐	☐	☐	☐	☐
Performance of work	☐	☐	☐	☐	☐	☐
Staff member knowledge	☐	☐	☐	☐	☐	☐
Courteous service	☐	☐	☐	☐	☐	☐
Work area left clean	☐	☐	☐	☐	☐	☐
Timeliness of receiving certifications	☐	☐	☐	☐	☐	☐
Ease of doing business with us	☐	☐	☐	☐	☐	☐
Overall quality of service	☐	☐	☐	☐	☐	☐

	Not Likely	Likely	Most Likely
Would you recommend our services?	☐	☐	☐

Comments:

As a result of your experience with us, do you have any suggestions for improving our service?

Thank you for your time in filling out this survey. We appreciate your business.

Company Name: _____ **City/State:** _____

Contact Person: _____ **Phone#:** _____ **Fax#:** _____

E-mail: _____

(All information is for internal use only)

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