

BROADVIEW INSTRUMENTATION SERVICES, INC.

Broadview Instrumentation Services, Inc.

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CUSTOMER SATISFACTION SURVEY

INSTRUCTIONS: Please check or circle one of the choices corresponding to each question.
If you have additional comments, please write them at the end of this form.

Thank you in advance for providing important feedback to us!



CALIBRATION CERT. #2046.01

	1 - VERY DISSATISFIED		2 - DISSATISFIED		3 - NEUTRAL		4 - SATISFIED		5 - VERY SATISFIED		NA
	1	2	3	4	5	NA					
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	NA					
How satisfied were you with our staff professionalism on the phone?											
How satisfied were you with our quotation process?											
How satisfied were you with our return telephone call response?											
How satisfied were you with our turn around time for any equipment sent into our lab for calibration and/or repairs?											
If you utilized the Shipping, How satisfied were you? (FedEx & UPS)											
If you utilized the Pickup & Delivery, How satisfied were you?											
How satisfied were you with the quality of service reports?											
How satisfied were you with our overall performance?											
Would you like to see any of the above changed?	YES	NO									

If Yes, Explain:

Additional Comments:

Date: _____

Company: _____

Completed By: _____