



Customer Feedback & Laboratory Survey

Please circle the number that best describes the statement: Strongly Disagree Strongly Agree

- | | | | | | |
|---|---|---|---|---|---|
| 1. I feel OWTC values me as a customer. | 1 | 2 | 3 | 4 | 5 |
| 2. The services I require are offered by OWTC. | 1 | 2 | 3 | 4 | 5 |
| a. Are there any additional services you wish we could provide? | | | | | |
| 3. I am satisfied with the time it takes to receive my report. | 1 | 2 | 3 | 4 | 5 |
| 4. I receive my invoices in a timely manner and all fees are clearly shown on my invoice. | 1 | 2 | 3 | 4 | 5 |
| 5. The OWTC customer service and staff are professional, provide knowledgeable support and answer my questions or concerns. | 1 | 2 | 3 | 4 | 5 |
| 6. OWTC is fairly priced. | 1 | 2 | 3 | 4 | 5 |
| 7. OWTC provides me with reliable, high quality results and reports. | 1 | 2 | 3 | 4 | 5 |
| 8. OWTC informs me of new products and services they offer. | 1 | 2 | 3 | 4 | 5 |
| 9. I would recommend OWTC to others. | 1 | 2 | 3 | 4 | 5 |

What do you believe OWTC could do to better service your needs and requirements?

What do you believe OWTC excels in?

Additional Comments:

Ontario Water Testing Centre
 20 Currie ST., Chatham, Ontario N7M 6L9
 PHONE (519) 351-8266 FAX (519) 351-8188 AFTER HRS PHONE (519) 917-2767
 EMAIL: oftc@teksavvy.com
 Accredited by the Canadian Association for Laboratory Accreditation Inc.