



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? | | | | | |
| <hr/> | | | | | |
| <hr/> | | | | | |
| 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 having ISO17025 accreditation is important to me. | 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:



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