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 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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