

CAL TEC LABS, INC.

Accredited to ISO 17025

CUSTOMER FEEDBACK SURVEY

As part of our ISO Guide 17025 Accreditation, we are seeking your annual evaluation of Cal Tec Labs. The purpose of this evaluation is to receive feedback on various performance categories and to highlight improvement opportunities. The results of this survey will assist us in meeting the specifications and requirements our customers deserve. **Please fax the survey to 412-919-1388 or e-mail to jdu@cal-tec.com.** Please contact Jon Urban at 412-919-1377 x105 with any questions.

Customer Name	Phone #
Customer Contact	Fax #
Address	E-mail

Please answer the questions by using the following scale:

1 – Poor 2 – Below Average 3 – Average 4 – Above Average 5 – Excellent

1.) How would you rate your experience with our Sales Personnel?

1 2 3 4 5

Comments: _____

2.) Were your questions or concerns answered by our staff in a prompt and professional manner?

1 2 3 4 5

Comments: _____

3.) We try to maintain a 10 day turnaround time for delivery. How would you rate your turnaround time experience?

1 2 3 4 5

Comments: _____

4.) How would you rate your experience with our technicians? Were they professional and able to answer your questions?

1 2 3 4 5

Comments: _____



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Please answer the questions by using the following scale:

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5.) Did you receive your calibration certificates (either paper or electronic) in a timely manner?

1 2 3 4 5

Comments: _____

6.) How would you rate your experience with the accuracy and overall appearance of the calibration certificates?

1 2 3 4 5

Comments: _____

7.) How would you rate your experience with our pricing structure?

1 2 3 4 5

Comments: _____

8.) Were you satisfied with the calibration data you received?

1 2 3 4 5

Comments: _____

9.) How would you rate your overall experience with Cal Tec Labs?

1 2 3 4 5

Comments: _____

Additional Comments: _____

