

APRISIUM PTE LTD

CUSTOMER SATISFACTION SURVEY FORM

LMR-FMT-PR-MKT-004-001/V-001/W.e.f.: 01-Feb-2023

Customer Name :

Address :

Telephone Nos. :

E-Mail IDs :

Contact Person :

Services Availed :

Dear Customer,

To help us understand how well we are meeting your expectations, we would request you to fill this brief questionnaire. We thank you for your time.

1. How important are each of these factors to you personally (please tick one box for each item):

Item	Unimportant (0 – 39)	Important (40 - 59)	Very important (60 - 79)	Critical (80 - 100)
1. Service quality				
2. Service charges				
3. Delivery lead time				
4. On-time delivery				
5. Reputation of laboratory				
6. Faster response to enquiries				
7. After-sales support				

2. What was your experience with our sales personnel:

Item	Poor (0 – 39)	Average (40-59)	Good (60– 79)	Excellent (80-100)
1. Service knowledge				
2. Helpful attitude				
3. Faster response to enquiries				
4. Competitive pricing				
5. Delivery performance				
6. After-sales support				

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3. What was your experience with the quality of our service:

Service Characteristics	Poor (0 – 39)	Average (40-59)	Good (60– 79)	Excellent (80-100)
1. Handling of items				
2. Labelling / marking				
3. Technical know-how				
4. Clarity of reports				
5. Packaging of items				
6. Transportation				

4. How did you find our overall service quality in the last year compared to previous years ?

Declined No change Improved Improved significantly

5. Do you have any suggestion for improvement of our service ? (Please write in the box)

Please sign and affix your company seal below and return the form at the earliest for our analysis.

Customer's Signature (with Date)