

Gateway Materials Test Center
GMTC-4013 Customer Satisfaction Survey Form

CUSTOMER SATISFACTION SURVEY

Customer satisfaction is extremely important to GMTC. Please help us to evaluate our performance by filling in the attached questionnaire and returning it to us. Thank You.

Please circle the number which most clearly represents our relationship by using one (1) as poor and five (5) as excellent.

1	Was our quality or Service what you expected?	1	2	3	4	5	N/A
2	Was the Service provided on a timely basis?	1	2	3	4	5	N/A
3	We Service competitively priced?	1	2	3	4	5	N/A
4	Were Specimen/Samples protected properly?	1	2	3	4	5	N/A
5	Did you receive all expected documentation?	1	2	3	4	5	N/A
6	Were we able to answer all of your technical questions?	1	2	3	4	5	N/A
7	Did we respond back to you on a timely basis on corrective actions?	1	2	3	4	5	N/A
8	Did we process your quotation on a timely basis?	1	2	3	4	5	N/A
9	Are there any new services that you would like GMTC to provide to you?						
10	Are there any value added processes that we can provide for you?						

Customer's Name: _____ Date: _____

Company: _____

Comments: _____

