

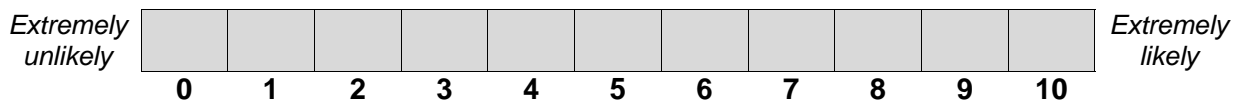
Customer Satisfaction Survey

Customer:

Name:

Date:

On a scale from 0-10, how likely are you to recommend NEFI High Power Laboratory to someone else?



Please select the red option for the subjects we need to improve and the green option for the subjects you are satisfied with

Project handling			Lab staff			Customer service		
Consulting/planning	Red	Gray	Management	Red	Gray	Support service	Red	Gray
Reaction times	Red	Gray	Test Engineers	Red	Gray	Hotel accomodation	Red	Gray
Op. performance	Red	Gray	Technicians	Red	Gray	Other services *	Red	Gray
Documentation	Red	Gray	Availability	Red	Gray			

Red = improvement necessary, green = very good, gray = neutral position

It is not required to rate all categories.

*If you rate this, please explain with a comment beneath.

Would you like to comment your selection of red options or provide any other comment?