



T M O
GENERAL DIRECTORATE
PRODUCT TECHNOLOGY AND
LABORATORY
BRANCH DIRECTORATE



CUSTOMER SURVEY

CONTACT INFORMATION:

1. I can get information about services provided by the laboratory. I can get additional information if needed.
 Very Good Good Middle Bad Very Bad
2. The requested service was performed within the specified time.
 Very Good Good Middle Bad Very Bad
3. The test fees are suitable according to the service provided.
 Very Good Good Middle Bad Very Bad
4. Test reports were delivered on time.
 Very Good Good Middle Bad Very Bad
5. Provided services and employees are reliable.
 Very Good Good Middle Bad Very Bad
6. Our complaints, suggestions and pleasures are evaluated.
 Very Good Good Middle Bad Very Bad
7. Employees have professional knowledge and expertise.
 Very Good Good Middle Bad Very Bad
8. Neutrality, confidentiality and honesty principles are applied in the given services.
 Very Good Good Middle Bad Very Bad
9. We can meet with the authorities when necessary.
 Very Good Good Middle Bad Very Bad
10. Employee's communication with the client is satisfactory.
 Very Good Good Middle Bad Very Bad

- If you also need an explanation of the above items, please write the article number.

- If you have ideas or suggestions about our institution or our laboratory, please write.

... / ... / 20..
 (Name Surname) (optional)
 (Signature) (optional)

NOTE: Please complete the form so that it can be evaluated and answered as needed.