

CUSTOMER SATISFACTION SURVEY

Name: _____ date: _____

1. How well does our current requisition meet your needs?
1-not at all 2-somewhat 3-enough 4-well 5-completely

Suggestions: _____

2. How satisfied are you with the quality of the chromosomes?
1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

3. How satisfied are you with the turnaround of your specimens?
1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

4. How satisfied are you with the report that you receive?
1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

5. How satisfied are you with the interaction that you have with the laboratory staff?
1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

6. How satisfied are you with the interaction that you have with the office staff?
1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

7. How satisfied are you with the interaction that you have with the Laboratory Director?

1-not at all 2-somewhat 3-satisfied 4-well 5-completely

Suggestions: _____

8. Is there anything else you would like us to know?

Thank you very much for your time.

The Genetics Laboratory

