



SCIENTIFIC STANDARDS SERVICES

QUALITY ASSURANCE MANUAL

Form No. 73
Revised: October 2010

Customer's Feedback

The purpose of this survey is to hear from you, our valued customers regarding the services that we provide.

Company Name:	
Address:	
Company Representative:	Contact Number:
Designation:	Date:

Instructions: Please encircle one number per question. (5 being the highest)

In-House Calibration

Are customers being attended to and given job receipt every time they send their instruments for calibration?	5	4	3	2	1	NA
Is the turnaround time of 10 working days on instruments being followed?	5	4	3	2	1	NA
Are delivery receipts being issued when getting calibrated instruments or calibration certificates?	5	4	3	2	1	NA
Are SSS officers/staff courteous to customer's personnel?	5	4	3	2	1	NA

On-Site Calibration

Are site calibration forms and/or sales invoice being issued after completion of the calibration process?	5	4	3	2	1	NA
Are calibration officers courteous to customers personnel?	5	4	3	2	1	NA

Technical Assistance

Are all inquiries being answered and attended to by SSS staff?	5	4	3	2	1	NA
Are Out of Tolerance Data being discussed with the customer before the issuance of the certificates?	5	4	3	2	1	NA

Calibration Certificate

How will you rate the completeness of the calibration certificate?	5	4	3	2	1	NA
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Recommendations, Comments or Suggestions

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Signature