

## Customer Satisfaction

	INSUFFICIENT	SUFFICIENT	EXCELLENT	NOT APPLICABLE
<b>Communication</b> How satisfied are you with the customer support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Disponibility</b> Is the contacted staff friendly and available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Expertise</b> Is the staff qualified?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service delivery</b> How satisfied are you with the comprehensiveness of our offer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Timeliness</b> How satisfied are you with the timeliness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality</b> Are storage conditions / biological resource delivery adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Attachments</b> Are the required information and documentation adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Overall experience</b> How would you rate your overall experience with our service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommendation</b> Would you recommend our service to other people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Marks an X on the box that is most appropriate.

**NOTE, SUGGESTIONS, COMMENTS:**

**Date:**

**Stamp / Signature**