

In thanking you for the interest shown in goods and analytical and research services that Sepack Lab S.r.l. can offer, we kindly ask you, in order to make our Quality Management System more efficient, to communicate your satisfaction through this questionnaire and to send a copy exclusively by e-mail to the address:

[info@sepack-lab.it](mailto:info@sepack-lab.it)

## QUESTIONNAIRE FOR THE ASSESSMENT OF CUSTOMER'S SATISFACTION

Company name:

Reference person:

Role:

Phone:

e-mail:

<b>DEGREE OF SATISFACTION</b>				
(on a scale of 1 to 5 with the following meaning: 1 "insufficient"; 2 "not entirely sufficient"; 3 "sufficient"; 4 "good" and 5 "excellent")				
Competence and professionalism of the staff				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Kindness and helpfulness of the staff				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Availability of the staff				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Ability to understand your needs				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Adequacy of response times between the service request and the receipt of the offer				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Technical-economic clarity of offers and of general and contractual conditions				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Respect of the agreed times for the supply of the requested services				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Clarity and completeness of the released documentation				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Your judgment on the importance and the guarantee associated with a laboratory accredited by ACCREDIA				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### SUGGESTIONS AND COMPLAINTS

Your satisfaction is important to us, please file a complaint if you are not satisfied with our services

Date:    /    /

Stamp and signature