



Customer Satisfaction Survey

To help us better serve our clients, we invite you to complete this brief customer satisfaction survey. We appreciate any comments you may have.

Which of the following services did you use?

Organics Inorganics Metals Radiochemistry Microbiology Soil

Please rate your interaction with IML in each of the following areas:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Customer Support	<input type="checkbox"/>				
Calls Answered/Returned Quickly	<input type="checkbox"/>				
Professionalism of Staff	<input type="checkbox"/>				
Sample Kit	<input type="checkbox"/>				
Price	<input type="checkbox"/>				
Thoroughness	<input type="checkbox"/>				
Accuracy	<input type="checkbox"/>				
Promptness	<input type="checkbox"/>				

	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
Would you use IML's services again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend IML's services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any services that you would use that we are not currently providing?	Yes <input type="checkbox"/>				No <input type="checkbox"/>

If your answer was "Yes", please elaborate below in "Comments" box, adding any other comments or suggestions.

Comments:

If you would like to be contacted regarding specific concerns, please provide the following contact information:

Name: _____

Company: _____

Phone: _____