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|---|-----------------|------------------------------|
|  | Document name   | Customer satisfaction survey |
|   | Document name   | DC-Customer-01               |
|   | Date Updated    | 1 January 12                 |
|   | Revision number | 0                            |
|   | Page            | 1 of 1                       |
|   | Authorised by   | Nozibele Mbangula            |
|   | Date Authorised | 1 January 12                 |

Dear Valued AMIS RR Laboratory

Date: 10/03/2016

We are in the process of collating data appertaining to our performance in the marketplace, with a view to implementing a 'continuous improvement programme' as part of our ISO 9001:2008 system, in order to provide you OUR CUSTOMER with the finest possible service. Please take a few minutes to complete this questionnaire and return it to us via e-mail. Your valued input on this matter would be greatly appreciated.

Please place a 'tick' in the applicable box, using the following *Likert scale* scoring system: -

1=Very Poor      2=Poor      3= Acceptable      4= Good      5= Very Good      6= Excellent

| No. | QUESTION  | 1 | 2 | 3 | 4 | 5 | 6 |
|-----|---|---|---|---|---|---|---|
| Q1  | How do you feel about our service?                        |   |   |   |   |   |   |
| Q2  | What is your opinion about the quality of our product?    |   |   |   |   |   |   |
| Q3  | How do you rate our prices?                               |   |   |   |   |   |   |
| Q4  | What do you think about our delivery times?               |   |   |   |   |   |   |
| Q5  | Was your enquiry answered in a prompt & efficient manner? |   |   |   |   |   |   |
| Q6  | Are problems effectively and efficiently resolved?        |   |   |   |   |   |   |

ADDITIONAL COMMENTS/ SUGGESTIONS: \_\_\_\_\_

Completed by: \_\_\_\_\_ (signature) Name : \_\_\_\_\_ (print)

Company name: \_\_\_\_\_ Contact No: \_\_\_\_\_

May I contact you personally to discuss, if necessary, the results of this survey?      YES      NO

Should you require any assistance, or would like to discuss any matter whatsoever, please contact the undersigned.

Yours Sincerely,

Nozibele Mbangula      Quality Manager      011 923 0800  
 Name (print)      Designation      Contact No.

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