



CUSTOMER SATISFACTION SURVEY ON QUALITY OF TESTING SERVICES

Please cross (x) or check (✓) the appropriate square for each question

No.	Contents	Customer's review
I. CUSTOMER INFORMATION		
1	How did you find out about the Center for Food Safety in Central Provinces? (<i>choose one or more answers</i>)	<input type="checkbox"/> Internet, newspapers, television <input type="checkbox"/> Universities, research institutes <input type="checkbox"/> Designated by governing body <input type="checkbox"/> Introduced by acquaintances <input type="checkbox"/> Others (please specify source):
2	The products you usually send (<i>choose one or more answers</i>)	<input type="checkbox"/> Shrimp larvae <input type="checkbox"/> Food <input type="checkbox"/> Bottled water <input type="checkbox"/> Beverage <input type="checkbox"/> Supplement <input type="checkbox"/> Other (please specify sample type):
3	The frequency of sending samples at the Center for Food Safety in central provinces	<input type="checkbox"/> Every day <input type="checkbox"/> Every week <input type="checkbox"/> Every month <input type="checkbox"/> At a period of time <input type="checkbox"/> Just when there is a need
4	The reason for choosing the Center for Food Safety in central provinces (<i>choose one or more answers</i>)	<input type="checkbox"/> Analytical quality <input type="checkbox"/> Professional service <input type="checkbox"/> Acceptable time <input type="checkbox"/> Information security
5	Which issue are you most interested in? (<i>choose only one option</i>)	<input type="checkbox"/> Analytical quality <input type="checkbox"/> Price <input type="checkbox"/> Professional service <input type="checkbox"/> Time to return results, quote and settle complaints <input type="checkbox"/> Information security



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|---|--|------------------------------------|---------------------------------------|--|-----------------------------------|
| 6 | You will recommend the Center for Food Safety in central provinces to other organizations and individuals | Always
<input type="checkbox"/> | Sometimes
<input type="checkbox"/> | Reconsider
<input type="checkbox"/> | Never
<input type="checkbox"/> |
| 7 | You will use the services of the Center for Food Safety in central provinces when needed | Always
<input type="checkbox"/> | Sometimes
<input type="checkbox"/> | Reconsider
<input type="checkbox"/> | Never
<input type="checkbox"/> |

II. ASSESSMENT OF THE CENTER FOR FOOD SAFETY IN CENTRAL PROVINCES

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|----|--|---|---|--|--|
| 8 | The attitude of staff (<i>choose only one option</i>) | Very good
<input type="checkbox"/> | Good
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Poor
<input type="checkbox"/> |
| 9 | Consulting skills of staff (<i>choose only one option</i>) | Very professional
<input type="checkbox"/> | Somewhat professional
<input type="checkbox"/> | Fair
<input type="checkbox"/> | Poor
<input type="checkbox"/> |
| 10 | Time to complete sample submission (<i>choose only one option</i>) | Very quick
<input type="checkbox"/> | Quick
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Slow
<input type="checkbox"/> |
| 11 | Contact time to get a quote | Very quick
<input type="checkbox"/> | Quick
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Slow
<input type="checkbox"/> |
| 12 | Analysis time | Very quick
<input type="checkbox"/> | Quick
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Slow
<input type="checkbox"/> |
| 13 | Response time to handle complaints at the Center for Food Safety in central provinces (from the time the information is received) | Very quick
<input type="checkbox"/> | Quick
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Slow
<input type="checkbox"/> |
| 14 | Price analysis | Very high
<input type="checkbox"/> | High
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Low
<input type="checkbox"/> |
| 15 | Accuracy of analysis results | Always accurate
<input type="checkbox"/> | Normal
<input type="checkbox"/> | Sometimes inaccurate
<input type="checkbox"/> | Usually inaccurate
<input type="checkbox"/> |
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16	Information security of the results	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
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17. Others:

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A sincere thank you for sharing and contributing your review.
WISHING YOU GOOD HEATH AND SUCCESS