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|--|----------------|----------|
| Date | Contact Person | Facility |
| E-mail | Phone # | Address |
| Types of samples / tests submitted from your facility: | | |

OPH LABORATORY CUSTOMER SATISFICATION SURVEY

Grading: Very satisfied—no improvement necessary Satisfied—needs minor improvement
Dissatisfied—needs a few improvements Very dissatisfied—needs marked improvement

Questions:

1. How would you rate your level of satisfaction with our laboratory's customer service?

Very satisfied Satisfied Dissatisfied Very dissatisfied

If dissatisfied or very dissatisfied, please explain:

2. How would you rate your interactions with our laboratory's employees?

Very satisfied Satisfied Dissatisfied Very dissatisfied

If dissatisfied or very dissatisfied, please explain:

3. Do you receive adequate feedback when there is a problem with a specimen?

Yes No If no, please explain:

4. Is laboratory staff available and helpful?

Yes No If no, please explain:

5. Please rate your level of agreement with the following statements:

I believe OPH Laboratory values my business.

Strongly agree Agree Disagree Strongly disagree

Over the past year my satisfaction with OPH Laboratory has increased.

Strongly agree Agree Disagree Strongly disagree

Please comment on any issues of concern:

**Your feedback is important to improving customer service
Thanks**