**CUSTOMER SATISFACTION FEEDBACKFORM**

**CSIR-CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE, KOLKATA-700032**

Title of the service:

Service Reference No.:

Date of initiation:(dd/mm/yy) Date of completion:(dd/mm/yy)

Organization: Cost of the Service:

**Please tick mark 5-point scale to indicate your satisfaction level below.**

**The 5-point scale indicates : 1 (Poor), 2 (Fair), 3(Good), 4 (Very Good), 5 (Excellent)**

 **I : Responsiveness, Facilities and Infrastructure**

a) Website information ……………………………………

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |

b) Development and finalization of Proposal (including agreement)……….

c) Operation /Maintenance of facilities ……………..

**II : Testing services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |

a) Are the sample requirements (size/quantity) clearly mentioned in the website

b) Are you satisfied with the turnaround time

c) Behavior of the staff (politeness and professionalism)

d) How would you recommend our services to others

**III : Deliverables**

a) Time frame observance……………………………………………..

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |
| 1 | 2 | 3 | 4 | 5 |

b) Quality of work……………………………………………………...

c) Presentation of final Report…………………………………………

 **IV: General Remarks**

 **Please tick-mark the appropriate response options for the following questions.**

|  |  |  |
| --- | --- | --- |
| 1)Would you like to repeat business with the laboratory?Please provide reason: | Yes | No |
| 2)Would you recommend this laboratory to others for R&D Services ?Please provider reason: | Yes | No |
| 3) Comments if any |  |  |

3) Level of Overall Satisfaction

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Poor (10) | Fair (20) | Good (30) | Very Good (40) | Excellent (45) |

Please feel free to provide additional information on your experience with the laboratory and the areas where it could improve (use a separate sheet).

Name of Customer:

Date: Customer Signature and Seal