

CUSTOMER FEEDBACK FORM
 SCIENCE AND ENGINEERING RESEARCH CENTRE
 (SERC)



Reference number: SERC/___

Dear valued customer,

Please grade us on the level of your satisfaction for services delivered for us to continually improve our testing services. Your honest opinion is greatly appreciated.

Thank you.

No	Category	Evaluation Criteria	Excellent	Good	Average	Fair	Poor
			5	4	3	2	1
1.	Quality of services provided	Adequate/prompt information provided to customer, adequacy of equipment & facilities					
2.	Service Delivery	Time frame-waiting time, delivery time and process time					
3.	Communication	SERC's ability to communicate with the customer and to satisfy stated needs					
4.	Overall services	SERC services as a whole					

Comments/Complaints/ Area of Improvements:

*optional

Name : Contact No/Email :

Departments :

For Internal Use

Date Received :

By :

Action need to be taken: Yes No