



SERVICE EVALUATION QUESTIONNAIRE

As we strive to improve the quality of our services, we would appreciate a few moments of your time to complete the questionnaire. All information supplied will be treated as confidential.

How satisfied are you with the following? Please indicate with a 'X' in the applicable square.

Where: 1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Excellent

	1	2	3	4	5	Comments
Clarity of the laboratory submission form						
Range of laboratory tests offered						
Test turnaround time						
Clarity of the test report						
Affordability of our services						
Friendliness of our staff						
Professionalism of our staff						
Ease in contacting the laboratory						
Overall, how would you rate the laboratory's service?						
General comments/suggestions for improvement:						

OPTIONAL:

Name / Organisation	
Email address	
Date	

Thank you for completing the questionnaire and for your feedback.