

Customer Satisfaction Survey

Company Name:		Date:	
Facility:		Telephone:	
Address:		Extension:	
City, State, Zip		Facsimile:	
Contact:		Contacts Title:	

4.7.2 The laboratory shall seek feedback, both **positive** and **negative**, from it's customers. The feedback shall be used and analyzed to improve the management system, testing and calibration activities and customer service.

Note Examples of the types of feedback include customer satisfaction surveys and review of test or calibration reports with customers.

1.0 Management System

1.0 Riverview is a small and uncomplicated company. We take great strides to remain this way. Our terms and documents are written to be easily read and understood. We commit and perform or service on a hand shake, and we strive to serve each customer in an efficient timely manner. Do you feel this is true ?

Yes		No	
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Comments: _____

2.0 Review of Requests, Tenders and Contracts

- 2.1 Are Riverview's "**Terms of Service**" easy to read and understand ?
- 2.2 Is Riverview's "**Quote for Service**" easy to read and understand ?
- 2.3 Do you feel our calibration prices are reasonable?
- 2.4 Do we save your company money by being a full scope laboratory ?
- 2.5 Do we split travel expenses with other companies for you ?
- 2.6 Has this been beneficial or did it pose more problems trying to fit with another companies schedule ?
- 2.7 Is Net 30 day a good billing period for you company ?
- 2.8 What is your companies preferred payment method ?

Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	

Yes		No	
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Comments: _____

3.0 Service to Customer

- 3.1 Is our "**Service Notification Form**" helpful ?
- 3.2 Is 30 day advanced notice enough to process lists, PO's, etc. ?
- 3.3 Do we provide personal attention to your problems?
- 3.4 Do we adapt or customize to meet your requirements and needs?
- 3.5 Have we ever failed to service your lab for a scheduled visit ?
- 3.5 Or a piece of equipment?

Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	

Comments: _____

4.0 Subcontracting of Tests and Calibrations

4.1 Riverview does not sub contract out calibration work, however, we do employ a sharpening service for cutting dies, are you satisfied with the condition of your dies when returned to you ?

Yes		No	
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Comments: _____

5.0 Purchasing Services and Supplies

5.1 It is a requirement that calibration laboratories use or reference the same revision of a method as the lab they are calibrating. We have added a column on our "**Quote for Service**" form to inform you of the revision Riverview uses. Has this helped ?

Yes		No	
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Comments: _____

Customer Satisfaction Survey

6.0 Complaints

- 6.1 Have you ever filed a complaint with Riverview ?
- 6.2 Was your complaint handled to your total satisfaction ?
- 6.3 Was a **"Corrective Action"** taken in a timely manner ?
- 6.4 Was a **"Preventive Action"** statement provided ?

Yes		No	
Yes		No	
Yes		No	
Yes		No	

Comments: _____

7.0 Audits

- 7.1 Has Riverview ever caused a "Deficiency" during internal audits performed by your company ?
- 7.2 Has Riverview ever caused a "Deficiency" during an audit by your accrediting source ?

Yes		No	
Yes		No	

Comments: _____

8.0 Personnel

- 8.1 Are Technicians courteous and professional when on-site ?
- 8.2 Are uniforms worn to easily identify them while on-site ?
- 8.3 Do Technician's observe your Company's Policy's ?
- 8.4 Are they knowledgeable and informative to your questions ?
- 8.5 Has Riverview given good sound advice or guidance in technical matters ?

Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	

Comments: _____

9.0 Accommodation and Environmental Conditions

- 9.1 Does Riverview have the proper safety equipment for your site ?
- 9.2 Does Riverview adequately monitor your site's environment during calibration visits ?
- 9.3 Are you informed when your lab environment is out of specification ?
- 9.4 When hostile conditions exist influencing equipment ?
- 9.5 When equipment should be relocated to a more suitable area ?

Yes		No	
Yes		No	
Yes		No	
Yes		No	
Yes		No	

Comments: _____

10.0 Test and calibration methods

- 10.1 Do methods used provide enough and correct information ?

Yes		No	
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Comments: _____

11.0 Selection of Methods

- 11.1 Do you feel ASTM Methods used are adequate ?

Yes		No	
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Comments: _____

12.0 Non-Standard methods

- 12.1 Does Riverview calibrate "Metal Test Blocks" for your company ?
- 12.2 Did you receive a departure form for your records ?
- 12.3 Does Riverview calibrate "Forced Air Ovens" for your company ?
- 12.4 Did you receive a departure form for your records ?

Yes		No	
Yes		No	
Yes		No	
Yes		No	

Comments: _____

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13.0 Control of Data

13.1 Riverview maintains a Customers data and certificates within individual customer binders for a period of years. They are then sent to archive records. Is this sufficient ?

Yes		No	
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13.2 Records are immediately destroyed for those customers who leave the service of Riverview for whatever reason.

Yes		No	
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Comments: _____

14.0 Equipment

14.1 Do we leave equipment clean and ready to operate ?

Yes		No	
-----	--	----	--

14.2 Are calibration stickers placed on equipment to show status ?

Yes		No	
-----	--	----	--

14.3 Where required are tamper proof stickers placed on equipment ?

Yes		No	
-----	--	----	--

14.4 Is the Riverview Scope capable of covering all your equipment?

Yes		No	
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14.5 If not what could be added to our scope ?

Comments: _____

15.0 Handling of Test and Calibration Items

15.1 Are items returned to your lab well packaged ?

Yes		No	
-----	--	----	--

15.2 Have you ever received an item broken or damaged from Riverview ?

Yes		No	
-----	--	----	--

Comments: _____

16.0 Format of Reports and Certificates

16.1 Is the Calibration certificates Riverview supplies easy to read ?

Yes		No	
-----	--	----	--

16.2 Do they contain all vital information for you to make an adequate determination as to the status of your equipment or standards ?

Yes		No	
-----	--	----	--

16.3 Are all required components present :

A title : "Certificate of Calibration" ?

Yes		No	
-----	--	----	--

Name and address of Laboratory ?

Yes		No	
-----	--	----	--

Location of the calibration ?

Yes		No	
-----	--	----	--

Unique Identification of the Calibration Certificate ?

Yes		No	
-----	--	----	--

Name and address of the customer ?

Yes		No	
-----	--	----	--

Identification of the method used ?

Yes		No	
-----	--	----	--

Description, condition, unambiguous identification of item tested ?

Yes		No	
-----	--	----	--

Date of calibration ?

Yes		No	
-----	--	----	--

Has Riverview ever dictated a "Due Date" for your Equipment with the exception of those ASTM Methods that specifically require a calibration period ?

Yes		No	
-----	--	----	--

Calibration results with before and after data and units of measure ?

Yes		No	
-----	--	----	--

Name, title and signature of person authorizing certificate ?

Yes		No	
-----	--	----	--

Certificate date of issue ?

Yes		No	
-----	--	----	--

Statement that results relate only to items calibrated ?

Yes		No	
-----	--	----	--

Deviations, additions or exclusions from the test method ?

Yes		No	
-----	--	----	--

Statement of compliance with requirements ?

Yes		No	
-----	--	----	--

Details of environmental conditions during calibration

Yes		No	
-----	--	----	--

Evidence measurements are traceable

Yes		No	
-----	--	----	--

Comments: _____

Customer Satisfaction Survey

17.0 Amendments to Calibration Certificates

17.1 Have we ever Amended a Calibration Certificate for your company ?

Yes		No	
Yes		No	

17.2 Was it corrected and re-Issued in a timely manner?

Comments: _____

18.0 Use of the A2LA Logo

18.1 Is the logo properly displayed on certificates you receive ?

Yes		No	
Yes		No	

18.2 Does Riverview use the logo in a mis-leading way ?

Comments: _____

19.0 Improvement

19.1 In what way(s) do you think Riverview could better serve you ?

Comments: _____

19.2 What questions would you have included in this questionnaire ?

Comments: _____

19.3 What's the best thing you like about Riverview ?

Comments: _____

19.4 What's the least favorite thing you like about Riverview ?

Comments: _____

20.0 General

20.1 Would you recommend Riverview to other laboratory's for calibration service ?

Yes		No	
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Comments: _____

Thank you for taking the time to answer the questions above. Your honest answers, criticisms, and suggestions will be reviewed and taken into account. The data collected from this questionnaire will help us enhance our calibration process and improve services to better serve you the customer.