

Customer Feedback Survey

As part of our ISO/IEC 17025 Accreditation, we are asking for your feedback to help evaluate the West Virginia Weights & Measures Metrology Laboratory. The purpose of this evaluation is to identify improvement opportunities. Your input will assist us in meeting the specific needs of our customers. Please email to **weights@wv.gov** or fax to (304) 722-0605.

Customer Name: _____ **Phone:** _____
Contact Person: _____ **E-mail:** _____
Address: _____
City: _____ State: _____ Zip: _____

Please answer the following questions honestly with this scale:

1 - Very Unsatisfied 2 - Unsatisfied 3 - Average 4 - Satisfied 5 - Very Satisfied

1) How would you rate your scheduling experience?

Score:

Comments:

2) Questions and concerns were addressed professionally

Score:

Comments

3) How satisfied are you with your turnaround time?

Score:

Comments:

4) How was your experience with the lab staff?

Score:

Comments

5) How satisfied are you with our pricing?

Score:

Comments:

6) How satisfied are you with the reports you received?

Score:

Comments

Office
(304) 722-0602

West Virginia Weights and Measures Metrology Laboratory

Fax
(304) 722-0605

7) Did you receive your reports in a timely manner?

Score:

Comments:

8) Please rate your overall experience with our lab

Score:

•
•

Comments

Additional Suggestions or Comments:

This image shows a blank sheet of white paper with horizontal black ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.