

# 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. This survey may be **faxed to (304) 722-0605** or it may be e-mailed to **anthony.p.obrien@wv.gov** or **tory.d.brewer@wv.gov**.

**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**

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| <p><b>1) How would you rate your scheduling experience?</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p><b>2) Questions and concerns were addressed professionally</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>3) How satisfied are you with your turnaround time?</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p><b>4) How was your experience with the lab staff?</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> |
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| <p><b>5) How satisfied are you with our pricing?</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> | <p><b>6) How satisfied are you with the reports you received?</b></p> <p>Score: <input style="width: 50px; height: 20px;" type="text"/></p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> |
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West Virginia Weights and Measures  
Metrology Laboratory

(304)722-0602

(304)722-0605

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

8) Please rate your overall experience with our lab

Score:

Score:

Comments:

Comments

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Additional Suggestions or Comments: 

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