

SERVICE EVALUATION SURVEY

In order to enable us to provide you with higher quality services, please complete the survey form and send it by e-mail to

SIGMA Calibration at info@sigmacalibration.com

DATE :

Every complaint is a gift to our company.

Please answer the questions in the survey. While responding, evaluate your opinions on the subject specified in each question by giving a score from 1 to 5 (1: Poor, 5: Very Good). Please mark the appropriate box with an "X."

1- Are you able to receive the service on time?

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|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
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2- Are the scheduled appointments adhered to?

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3- Are you satisfied with the performance of our personnel who visit your company for calibration?

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4- Are you satisfied with the conduct of our personnel who visit your company for calibration?

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5- Are you satisfied with the clarity of the calibration reports?

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6- Do you trust the calibration results?

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7- Are you satisfied with our company's attention to your complaints?

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8- Is our company's ability to find solutions to your complaints adequate?

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9- Are you satisfied with the answers provided to your questions by our personnel who visit your company for calibration?

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10- If you have received calibration training from our company, do you find it sufficient?

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Please write your suggestions in the section below for the questions above to which you have given low scores.

COMMENTS AND SUGGESTIONS:

Company Name:

Authorized

Representative: