

CUSTOMER FEEDBACK SURVEY FORM

Electrical Research and Development Association

ERDA Road, Makarpura, Vadodara- 390010.

Organisation Name/Code:

Please rate below scale putting '√' mark in the box.

Sl. No.	Particular	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
		1-2	3-4	5-6	7-8	9-10
1	Promptness in replying the inquiry/letter/email					
2	Handling of samples a) At Security gate b) Response from CRM/ Reception / Accounts c) Laboratory personnel					
3	Professional competence of the personnel					
4	Clarity of communication and resolving of technical requirements at various stages of your interaction.					
5	Availability of communication gadgets e.g. telephone, fax, e-mail					
6	Logistic and other facilities being provided at ERDA (Canteen, Waiting lounge, Drinking water, Library).					
7	Quality of infrastructure (Housekeeping and Equipment)					
8	Clarity and presentation of test/ calibration results delivered to you.					
9	Adherence to commitment from ERDA a) Date of completion of testing/calibration b) Date of delivery of reports					
10	Promptness of service a) Sample delivery and collection b) Disposal of customer complain					
11	Your perception about the overall quality of service rendered by ERDA with respect to other similar laboratories in the country.					

➤ Your suggestions for enhancement of services, if any.

Name, Signature and Contact details of Customer