



H.M. Pitt Labs, Inc.

Customer Satisfaction Survey

Please take a few minutes to tell us about your experience(s) in submitting samples to our lab.

Sample Receiving:

Extremely Satisfied Neutral Extremely Dissatisfied

How satisfied are you with the friendliness of our staff? 10 5 1

How satisfied are you with the clarity of our Chain of Custody? 10 5 1

How satisfied are you with the entire sample receiving process? 10 5 1

Laboratory Issues:

How satisfied are you with any technical help you received? 10 5 1 N/A

How satisfied are you with the timeliness of the reporting process? 10 5 1

How satisfied are you with the timely response to requests for corrective actions? 10 5 1 N/A

How satisfied are you with the timely response to additional requests? 10 5 1 N/A

How satisfied are you with the clarity of the reports you received? 10 5 1

Accounting Issues:

How satisfied are you with the clarity of our invoices? 10 5 1

How satisfied are you with the timeliness of our invoicing? 10 5 1

Comments:

Thank you for taking the time to complete our survey!

Please return this survey to us with your payment or by fax or email:

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