

	<b>Customer Satisfaction Survey Form</b> <b>Pesticide Research Laboratory</b>		<b>Form 9-2</b>
	ORIGINAL DATE: July 28, 2014	REVISED DATE:	REVISION #

Please check the box that corresponds with your level of agreement.

Strongly Disagree = 1 / Strongly Agree = 5

Overall, I am satisfied as a customer of the Pesticide Research Laboratory.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I feel the Pesticide Research Laboratory values me as a customer.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The employees at the Pesticide Research Laboratory are courteous.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The employees of the Pesticide Research Laboratory care about my business.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I am satisfied with the turnaround time for producing results.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I am satisfied with the composition of the Certificate issued.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I have a good understanding of the sample submission process.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The website of the Pesticide Research Laboratory is helpful and informative.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I would recommend the Pesticide Research Laboratory to others.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Comments:

---



---



---



---



---

Date of Survey: July 2014