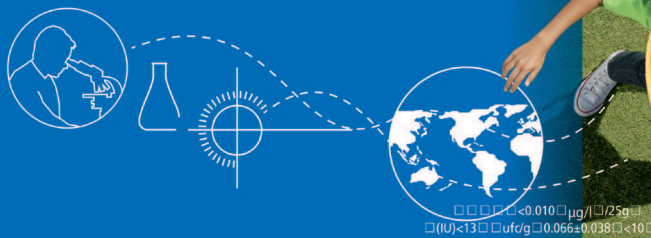


Because you care
about CONSUMERS' HEALTH



Customer Satisfaction Survey



In order to continuously improve the quality of our service, we would like to get your opinion on your experience with our company. Please take a moment to complete the survey below, your reply will help us to better serve you. On completion, kindly return to za-info@mxns.com.

Name:

Company:

- Service Type:** Microbiology Chemistry Auditing
 Consulting Education Sub-contracting
- Location:** Cape Town Gauteng Durban
 Jeffreys Bay George

Q1. Overall, how satisfied are you with the way Swift Silliker are handling your samples?
Select one.

Not satisfied <input type="radio"/>	Somewhat satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very satisfied <input type="radio"/>	Extremely satisfied <input type="radio"/>
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Q2. How likely are you to recommend Swift Silliker to peers or business associates?
Select one.

Extremely likely									Not at all
10	9	8	7	6	5	4	3	2	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. What is your overall rating concerning the following?

Select one.

	Poor	Fair	Good	Very Good	Excellent	N/A - don't know
Our sample collection services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our test results turnaround time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of the tests performed according to your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of our Certificates of Analysis (COA).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our ability to inform you proactively in case of issues (delays, delivery concerns, technical problems, positive results ...), if relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our support in terms of scientific expertise, if relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The comprehensiveness of the information and explanations you received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of our invoice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff – is your contact with Swift Silliker staff pleasant, are staff courteous and willing to assist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Overall, how easy is it to submit samples for analysis?

Select one.

Extremely difficult	Very difficult	Fairly difficult	Neither	Fairly easy	Very easy	Extremely easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. Do you want to share any positive or negative comments about your experience with us?

We at Swift Silliker thank you for your participation.