





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:	cip us to	better se	rve you. c	in compic	zion, kind	ny return t	<u> 20 mio</u>	<u>@IIIXII3.CC</u>	<u> </u>	
Company:										
Service Typ	oe: N	: Microbiology			Chemistry			Auditing		
	Consulting			Education				Sub-contracting		
Location: Cape Town			n	Gauteng				Durban		
Jeffreys Bay			ay	George						
Q1. Overall		tisfied are	you with	the way	Swift Sillik	er are har	ndling you	ır samples	5?	
Not satisfied		Somewhat satisfied		Satisfied		Very satisfied		Extremely satisfied		
Q2. How like Select of		ou to rec	ommend	Swift Silli	ker to pee	ers or busin	ness assoc	ciates?		
Extren	nely like	ly						Not	at all	
10	9	8	7	6	5	4	3	2	1	

Q3. What is your overall rating concerning the following? Select one.

c.		Poor	Fair	Good	Very Good	Excellent	N/A - don't know
ollection services	5.						
Our test results turnaround time.							
The accuracy of the tests performed according to your expectations.							
e clarity of our Certificates of alysis (COA).							
Our ability to inform you proactively in case of issues (delays, delivery concerns, technical problems, positive results), if relevant.							
Our support in terms of scientific expertise, if relevant.							
The comprehensiveness of the information and explanations you received.							
The clarity of our invoice.							
Friendliness of staff – is your contact with Swift Silliker staff pleasant, are staff courteous and willing to assist?							
	submi	t samp	les for analy	rsis?			
Very difficult		-	Neither	Fairly e	asy Ve	ery easy	Extremely easy
	is turnaround ting the tests perform our expectations. our Certificates of the case of issues ery concerns, tects sitive results), on terms of scient elevant. ensiveness of the nod explanations our invoice. If staff – is your concerns and willing to a concern to the case of	f the tests performed our expectations. Our Certificates of (). inform you case of issues ery concerns, technical sitive results), In terms of scientific elevant. ensiveness of the end explanations you our invoice. If staff – is your contact ker staff pleasant, are as and willing to assist? How easy is it to submit e. Very Fair	collection services. Its turnaround time. If the tests performed our expectations. Four Certificates of (). Inform you case of issues ery concerns, technical sitive results), In terms of scientific elevant. In terms of the end explanations you Four invoice. If staff – is your contact ker staff pleasant, are is and willing to assist? If your easy is it to submit sample. Fairly	bollection services. Its turnaround time. If the tests performed our expectations. Four Certificates of our case of issues ery concerns, technical sitive results), In terms of scientific elevant. In terms of scientific ele	billection services. Its turnaround time. It the tests performed our expectations. Dur Certificates of older in the control of the control	Sollection services. Set turnaround time. Set turnaround time.	Sollection services. Set turnaround time. Set turnaround time. Set turnaround time. Set the tests performed sour expectations. Sour Certificates of sour case of issues erry concerns, technical sitive results), Sour terms of scientific set end explanations you Sour invoice. Set staff – is your contact ker staff pleasant, are set and willing to assist? Sow easy is it to submit samples for analysis? Set e. Sour Fairly Neither Fairly easy Very easy

We at Swift Silliker thank you for your participation.