



# Airborne Labs International

22C World's Fair Drive Somerset, NJ 08873 T: 732-302-1950 F: 732-302-3035  
E-mail: LabServices@airbornelabs.com Website: www.airbornelabs.com

## Customer Satisfaction Survey

Please help us to serve you better by completing this brief survey. You can Fax your response to 732-302-3035 attention QA Manager or e-mail to [alina.fidz@airbornelabs.com](mailto:alina.fidz@airbornelabs.com) Thank you.

Please circle the number that best represents your experience with Airborne Labs services

Performance Rating: 5= Excellent 1 = Poor N/A= Not Applicable

### Lab Testing:

List the testing services performed for you by Airborne Labs (i.e. CO<sub>2</sub> Final / Feed, SF<sub>6</sub>, N<sub>2</sub> Bev. Grade, ASU testing):

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	5	4	3	2	1	N/A
1. Availability of sampling equipment (rental)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Availability of sampling equipment for purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Availability and ease of sampling instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Availability and ease of shipping information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Timeliness of getting your test results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Clarity of test reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Tech Products:

List the technical products / equipment supplied to you by Airborne Labs (i.e. Gas Analyzers / Sampling Equipment / Detector Tubes / Supplies):

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	5	4	3	2	1	N/A
7. Ease of finding Airborne Labs products / offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Accessibility of product information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Ease of ordering desired products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Clarity of product's components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Clarity of product's instructions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Timeliness in receiving your orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Ease of product assembly / use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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- 14. Performance of analyzers purchased
- 15. Quality of supplies purchased
- 16. Level of technical back-up support received

Please circle the number that best represents your experience with Airborne Labs services

Performance rating: 5= Excellent 1 = Poor N/A= Not Applicable

### Customer service:

- |   | 5                        | 4                        | 3                        | 2                        | 1                        | N/A                      |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 17. Obtaining desired pricing & quotes          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Staff's timely response to your inquiries   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Courtesy and professionalism level of staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Simplicity / accuracy of invoicing process  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Ease and convenience of payment process     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Additional Questions:

22. How did you hear about Airborne Labs International?

Website  ISBT  Reference  Other (indicate) \_\_\_\_\_

23. Would you recommend Airborne Labs to other customers? Yes  No  Maybe

24. What other services would you like to be offered from Airborne Labs?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

25. How can we serve you better:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Optional information

Company Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Tel.: \_\_\_\_\_ e-mail: \_\_\_\_\_