

## Client Feedback

Document ID # 694

Revision # 9

Page 1 of 2

Date of Revision: 24-Feb-21

Date of Verification:

Expiry Date: 27-Feb-25

FIT FOR PURPOSE

We, the staff at Nova West Laboratory, would like to take this opportunity to personally thank-you for your business. We take great pride in providing you with a courteous, enjoyable, and speedy experience and hope that we were able to achieve this. The only means we have to determine our overall commitment to customer satisfaction, a crucial part of our quality policies, is to ask for your feedback. On the reverse you will find a questionnaire with nine questions, all ranked from 1 (not satisfied) to 5 (very satisfied). We ask you to take a couple of minutes to complete the questionnaire and return it to us. We also ask that you be honest so that we may be able to better serve you in the future.

Regards,

Nova West Lab. Staff

**Client Feedback**

Document ID # 694

Revision # 9

Page 2 of 2

Date of Revision: 24-Feb-21

Date of Verification:

Expiry Date: 27-Feb-25

**FIT FOR PURPOSE**

<p><b>Nova West Laboratory Ltd.</b>          Civic Address: 77 C. Saulnier Road, Saulnierville, Digby Co., NS          Mailing Address: PO Box 39, Saulnierville, Digby Co., NS, B0W 2Z0</p>	<p>Tel: 1 (902) 769-2102          Fax: 1 (902) 769-2104          Email: <a href="mailto:info@novawestlab.ca">info@novawestlab.ca</a></p>
--	--

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

	<u>PLEASE RATE</u>	← NOT SATISFIED ----- VERY SATISFIED →
1	YOUR GENERAL LEVEL OF SATISFACTION WITH NOVA WEST LABORATORY?	1-----2-----3-----4-----5
2	CONDITION OF MATERIAL(S) SUPPLIED? (Bottles, submission forms, coolers, etc....)	1-----2-----3-----4-----5
3	MATERIALS SUPPLIED ON TIME?	1-----2-----3-----4-----5
4	STAFF FRIENDLY AND COURTEOUS?	1-----2-----3-----4-----5
5	ANSWERS TO YOUR QUESTIONS (RE: SAMPLING, TESTING, RESULTS, ETC)	1-----2-----3-----4-----5
6	TESTS DONE TO YOUR SATISFACTION?	1-----2-----3-----4-----5
7	REPORTS RECEIVED QUICKLY?	1-----2-----3-----4-----5
8	ARE THE REPORTS LEGIBLE AND UNDERSTANDABLE?	1-----2-----3-----4-----5
9	IS THE RANGE AND ACCURACY OF THE RESULTS RELEVANT TO YOUR NEEDS?	1-----2-----3-----4-----5
10	IS OUR PRICING COMPETITIVE?	1-----2-----3-----4-----5
11	WOULD YOU RECOMMEND OUR SERVICES TO OTHER PEOPLE?	1-----2-----3-----4-----5
12	HOW IS OUR REPORTING SYSTEM? (results sent to you using your preferred method, etc....)	1-----2-----3-----4-----5

**IF ANYTHING, WHAT CHANGES WOULD YOU RECOMMEND (New tests, changes to reports, more drop-off sites, bottle pick-up sites, etc...)?**

---



---



---