



QSF-05 - Customer Survey and Feedback Form

Please let us know more about your testing experience and quality of our service. We thank you in advance for providing us with this feedback.

Project File # Company Name Service Dates:

Tech's name (Optional) Service Advisor name (Optional) Project Status

Part A - Customer Service - If you have requested a quotation or made technical inquiries, please complete below:

- Did customer service or technical staff respond to inquires in a timely and accurate manner?
 Unsatisfactory Satisfactory Good Very Good Excellent No inquires were required
- Was a quotation received in a timely manner? Was the cost and services accurately represented?
 Unsatisfactory Satisfactory Good Very Good Excellent Did not ask for quotation
- Please rate the overall ability of your service advisor (knowledge of standards, expertise, flexibility, courtesy, etc.).
 Unsatisfactory Satisfactory Good Very Good Excellent No service advice was needed

Part B - Lab Facilities - If you visited the lab for witness testing or given a tour, please complete below:

- Please rate the overall ability of technical staff (knowledge of test setup and equipment, standards, expertise, etc).
 Unsatisfactory Satisfactory Good Very Good Excellent Did not interact
- Please rate the overall impression of personnel (management, receptionist) on helpfulness, knowledge, courtesy, appearance, etc.
 Unsatisfactory Satisfactory Good Very Good Excellent Did not interact
- Please rate the technical capabilities of UltraTech (equipment availability, laboratory setup and environment).
 Unsatisfactory Satisfactory Good Very Good Excellent
- Please rate the overall appearance of UltraTech facilities (Organization, Comfort, Cleanliness, Amenities, Safety)
 Unsatisfactory Satisfactory Good Very Good Excellent

Part C - TCB Certification Services - If you use our TCB Certification services, please complete below:

- Please rate the TCB Administrative personnel assigned to your project in relation to their helpfulness, expertise, etc.
 Unsatisfactory Satisfactory Good Very Good Excellent
- Please rate the overall quality of the certification process - testing, test report, speed in issuing certificate, answering questions, etc.
 Unsatisfactory Satisfactory Good Very Good Excellent

Part D - Test Report and Project Closing - If you had received final test report(s), please complete below:

- Please rate the technical content, organization and appearance of the test report you received.
 Unsatisfactory Satisfactory Good Very Good Excellent
- Please rate our turnaround time from quotation process to a final report issued.
 Unsatisfactory Satisfactory Good Very Good Excellent
- What is your overall satisfaction level with UltraTech, the company, such as level of service provided, pricing, flexibility, etc.
 Unsatisfactory Satisfactory Good Very Good Excellent

Based on your level of satisfaction with us, do you plan to continue using our services? Yes No Undecided

Do you test at EMC/RFI labs other than UltraTech Engineering Labs? Yes No

If YES, or unsatisfactory selected, please enter comments, suggest improvements or additional services, etc.