

# National Institute of Vacuum Science & Technology

National Center for Physics, Shahdara valley road, Islamabad, Pakistan



**QMS CELL**

**CUSTOMER FEEDBACK FORM**

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Section: \_\_\_\_\_

Feedback No.: \_\_\_\_\_

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_

Contact No: \_\_\_\_\_

Date: \_\_\_\_\_

**1. Why did you choose NIN VAST Services? (Please mark all those applicable)**

Expertise		Customer service		Other reason
Value for money		Previous experience with us		
Impartially		Personal contact		
No other laboratory available		Recommendation		

**2. On a scale of 1-4 please indicate your views on the service we provided.**

Sr.	Feedback	N/A	Poor	Fair	Avg.	Good	Score
			1	2	3	4	
01	Speed of response to your enquiry.						
02	Access to technical expert.						
03	Ability to meet your technical need.						
04	Our attitude in dealing with you.						
05	Speed of producing quotation.						
06	Quality of certificate.						
07	Completion of work in time.						
08	Overall quality of service.						
-----Office Use Only-----							
<b>Total Score</b>							
<b>Customer satisfaction score</b>							
<b>Customer satisfaction Percentage</b>							

**3. Do you have any other suggestions to improve our services?**

\*Feedback must receive within 15 days otherwise the customer will be considered satisfied

**\*\*\*-----Thank you for taking the time to provide this valuable feedback-----\*\*\***

**Postal Address:**

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