

## CUSTOMER SATISFACTION SURVEY

**FAX to Australia: 03 9499 9556, New Zealand: 0800 448 017 or E-MAIL to: [info@diagsolns.com.au](mailto:info@diagsolns.com.au)**

Dear valued customer,

Diagnostic Solutions appreciates feedback from our customers. We would like to invite you to participate in a Customer Satisfaction Survey designed to gauge your opinions on how to improve our service to you. This survey asks you about your recent interactions with Diagnostic Solutions. This survey can be anonymous, however, if you would like us to contact you regarding any specific item, please provide your contact details below:

**NAME:** \_\_\_\_\_  
**LABORATORY:** \_\_\_\_\_  
**ADDRESS:** \_\_\_\_\_  
**E-Mail Address:** \_\_\_\_\_

Which Diagnostic Solutions' product ranges do you currently use? *Please TICK one or more*

BMD      Gen-Probe      Human/IMTEC      Immuno Concepts      Luminex      MeDiCa      OriGen      Streck      Not sure

*Please rate your satisfaction of Diagnostic Solutions' service by agreeing or disagreeing with the following statements. If you would like to provide further comments, space is provided below. We would like to contact you to resolve any issues if you are not satisfied with our products or service.*

<i>Please check the appropriate box. If not applicable, please leave blank</i>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neutral</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>
<b>PRODUCTS</b>					
Diagnostic Solutions provides quality products that meet my needs					
The overall product quality is satisfactory					
I trust the reliability of Diagnostic Solutions' products					
<b>COMMUNICATION</b>					
Diagnostic Solutions' Newsletters give me the information I need					
I am aware of the Diagnostic Solutions website					
I can find the information I need on the Diagnostic Solutions website					
<b>CUSTOMER SERVICE</b>					
Orders arrive complete and on time					
Orders arrive in good condition					
My enquiries are responded to quickly					
<b>SALES</b>					
I am kept informed of new products and any product changes					
Requests for further information, quotations etc. are handled promptly					
<b>SUPPORT</b>					
Technical support issues are responded to promptly					
I receive an action plan, if a resolution is not immediately available					
I am satisfied with the training I receive from Diagnostic Solutions					
I am satisfied with Diagnostic Solutions after-sales support					
<b>GENERAL</b>					
Diagnostic Solutions staff are professional and knowledgeable					
I am satisfied dealing with Diagnostic Solutions					
How would you like to receive future Diagnostic Solutions surveys?	Mail	Email	Web-based	In-person	

**Comments:** *Please use this area for your feedback, general comments or suggestions for improvement*

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