



Dear Customer,

Customer Survey 2010 : Please rate the following by circling the number on a scale of 1-5; where 1 is 'poor' and 5 is 'excellent' or 'no preference' where the question is not relevant to you.		Customer Ranking Key: P = Poor, P/A = Poor to Average, A = Average, A/E = Average to Excellent, E = Excellent, NP = No Preference					
Questions	P	P/A	A	A/E	E	NP	
General opinion of the service you received from LPD Lab Services Limited?	1	2	3	4	5	NP	
Were your initial queries dealt with in an efficient and clear manner?	1	2	3	4	5	NP	
How accurate was the quotation to your needs?	1	2	3	4	5	NP	
Was the response time satisfactory?	1	2	3	4	5	NP	
How did you rate the quality of the analytical results?	1	2	3	4	5	NP	
How well do we keep you up to date with progress?	1	2	3	4	5	NP	
How do you rate the quality of the interpretation and final report?	1	2	3	4	5	NP	
What was your experience of communications (Phone, E-mail, or Letter) with laboratory staff?	1	2	3	4	5	NP	
How accurate were our time estimates?	1	2	3	4	5	NP	
How do you rate the Technical Service after the final report has been issued?	1	2	3	4	5	NP	
How effective and relevant were our reported recommendations & conclusions?	1	2	3	4	5	NP	
Do we provide a value for money service?	1	2	3	4	5	NP	
How do you rate our service in relation to other testing laboratories you have used?	1	2	3	4	5	NP	
Further Questions	Customer Ranking Please rate the following by circling the relevant choice.						
How often do you normally use LPD Lab Services Limited per year?	0	1	2	3	4	More than 4 times	
How often would you use a UKAS Accredited Testing Laboratory above other non-accredited testing laboratories?	Never Used UKAS Test Lab	First Check if a UKAS Test Available	Sometimes Use UKAS Testing Labs	Always For Some Testing	Always use UKAS Accredited Labs	No Preference	
Are you likely to recommend LPD Lab Services Limited to your colleagues & peers?	Unlikely	Somewhat Likely	Likely	Very Likely	Definitely	No Preference	
The survey can be anonymous if desired, however it would be useful to put your name/company so we can better target our efforts to your individual requirements. Please also indicate if you want to be included in the champagne prize draw .							
Name: _____ Company: _____							
Include in the draw? <input type="checkbox"/> (Please tick and return by Friday 24th December 2010 for Entry!)							

Please print off this customer survey form, fill in Page 1 with the details required and return by either **post, fax (01254 278845)**, or **scan and e-mail** to enquiries@lpdlabservices.co.uk. The survey is confidential and will only be used for improving the operation of our laboratory business. Thank you for sparing the short time required to complete this form.

Thank you in advance.

Yours Faithfully,

Mike Ellicott (Laboratory Quality Manager)
 LPD Lab Services Limited
 D Building Philips Site
 Philips Road
 Blackburn BB1 5RZ