ISO/IEC17025
CALIBRATION
SAMM NO. 285

CUSTOMER FEEDBACK FORM

QF – IVAT - 12
(Issue 3, 18 Sept 2007)

YOUR COMMENTS!

IVAT

Pleasing our customers is the most important service we offer. In our effort to maintain the best service and quality, we would appreciate your comments.

(Please fax your comments to **07-5578150** or mail to IVAT, FKE, UTM 81310 Skudai)

We have great pleasure to inform you that from the IVAT's calibration records, your company has benefited from IVAT's accredited calibration facilities for: (Tick where appropriate)

☐ 1 *AC High Voltage meter* ☐ 2 *DC High Voltage meter* ☐ 3 *AC High Current meter*

Kindly tick in form based on the scope of calibration work(s) received from IVAT. *(Numbers in boxes below represent the type of calibration work(s) as stated above)*

CALIBRATION WORK

	Excellent	Good	Moderate	Poor
	1 2 3	1 2 3	1 2 3	1 2 3
Quality	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Certificate/Report Presentation	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Value for Money	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Delivery Time	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐

SERVICE

	Excellent	Good	Moderate	Poor
	1 2 3	1 2 3	1 2 3	1 2 3
Fast	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Friendly	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐
Efficient	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐	☐ ☐ ☐

For first timer Customer only:

How do you know about us?

☐ ' Friend/Colleague
☐ ' Near to company
☐ ' Advertisement:_____ (please specify)
☐ DSM
☐ SIRIM
☐ Others : _____ (please specify)

How often do you use IVAT's calibration service?

☐ ' First time
☐ ' Once a year
☐ ' Once in two years
☐ ' More often

Where would you send your equipment for calibration/testing service apart from IVAT?

_____

Remarks/ Comments?

_____

_____

Personal Particulars

Name _____ Designation _____

Company Name _____

Company Address _____

Telephone No _____ Email _____

Date & Company Stamp _____

Thank you very much for your time in answering this questionnaire. We appreciate your comments and look forward to your continued use of our services.

Please return this form to be entitled for 5% discounts

The Management of IVAT, UTM