



Customer Feedback

Please help us to improve the quality of our service by briefly answering some questions. It will take only a few minutes of your time and can provide us with valuable information for improving our laboratory analytics. All information is voluntary!

Thank you.

Customer:

How satisfied are you ...	very satisfied	satisfied	not very satisfied	not at all satisfied
... with the range of analyses offered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with the information material provided, e.g. about preanalytics (homepage)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with the time period for performing your analyses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with the method of communicating the results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with the technical support and communication, e.g. for questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with the medical advice provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you assess us compared to other laboratories ...	better	comparable	worse
... with regards to the range of analyses offered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with regards to the information material?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with regards to the time period for performing analyses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with regards to the method of communicating results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with regards to the technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... with regards to the medical advice provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which additional parameters would you wish from a clinical immunological laboratory?

In your view what could we do better?
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Date:	Signature:
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Please fax the filled out form to +49 451 / 5855-134

Thank you for your help!