



## 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, all sources and sensitive data will be kept confidential!

Thank you.

<b>Customer:</b>
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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"/>

<b>Which additional parameters would you wish from a clinical immunological laboratory?</b>
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<b>In your view what could we do better?</b>
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<b>Date:</b>	<b>Signature:</b>
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Please fax the filled out form to +49 451 / 5855-101

Thank you for your help!