U. S. Army Public Health Command
Public Health Command Region–Europe
Laboratory Sciences (LS)
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Customer Satisfaction Survey

Thank you *for taking the time to complete the LS Customer Satisfaction Survey. The survey should take less than 5 minutes to complete. Please click the "Submit by Email" button to submit the survey electronically.*

Please rate your satisfaction level with each of the following eleven statements using the following possible ratings:

1 = Very Satisfied
2 = Satisfied
3 = Neutral
4 = Dissatisfied
5 = N/A (Not Applicable)

Project Number

Date Survey Completed

Submit by Email

Product

	Rating 1	2	3	4	5
1. Rate your overall satisfaction with the quality of LS' analytical data.	○	○	○	○	○
2. How satisfied are you with timeliness of result reporting?	○	○	○	○	○
3. Rate your satisfaction with LS' sample carriers (select carrier in drop box).	○	○	○	○	○
4. Rate your satisfaction with the ease of interpretation of LS' Certificate of Analysis.	○	○	○	○	○
5. How satisfied are you with the Electronic Data Deliverable (EDD) you received at the completion of your project?	○	○	○	○	○

Technical Support

	1	2	3	4	5
6. How satisfied are you with the responsiveness of LS' Technical Support to your questions?	○	○	○	○	○
7. How satisfied are you with the communication concerning your project / samples?	○	○	○	○	○
8. Rate your overall satisfaction with LS' Biological Customer Guide.	○	○	○	○	○
9. Rate your overall satisfaction with LS' Environmental Customer Guide.	○	○	○	○	○

Organization

	1	2	3	4	5
10. Rate your overall satisfaction with the LS' Customer Support Division (CSD) services.	○	○	○	○	○
11. Overall, how satisfied are you with PHCR-Europe LS as your analytical laboratory?	○	○	○	○	○

Question: How do you prefer to receive your Certificates of Analysis (CofA)?

Please select your preference!

How can LS improve our service to you?

Customer Contact Information

PHCR-Europe, Laboratory Sciences (MCHB-RE-L), CMR 402, APO AE 09180 • DSN Tel: 314-486-7259 • DSN FAX: 314-486-7054

LS maintains a world-class Quality System accredited & registered to the following national and international Standards: ISO/IEC 17025:2005 Testing Laboratory & NLLAP accreditations • DIN EN ISO 9001:2008 Quality Management System (QMS) & DIN EN ISO 14001:2009 Environmental Management System (EMS) registrations