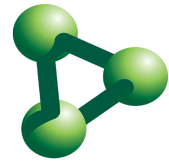


SATISFACTION SURVEY

TEL 01420 540220 support@sssltd.eu
www.sssltd.eu



Your opinion of SSS is critical to our ongoing focus on delivering value to our clients. Receiving your feedback makes a real difference and we will definitely take notice.

In just a few questions we would like to capture your valuable views. Please either return by e-mail to support@sssltd.eu or by fax on 01420 544098

Scientific
SUPPORT SERVICES

Description of Customer Requirement

Feedback on this Visit	1	2	3	4	5
5= very satisfied 4= satisfied 3= neither 2= dissatisfied 1=very dissatisfied					
How satisfied were you with the planning for the visit?					
How satisfied are you with the responsiveness of SSS to your e-mails/calls?					
How satisfied are you that SSS understood your requirements?					
How satisfied were you with the technical aspect of the visit?					
How satisfied were you that the work carried out met your expectations?					
How satisfied are you with the service provided by SSS?					

A Brief Questionnaire	YES	NO
Please answer the following:-		
Are you interested in our Training Services:		
On-site training tailored to your needs?		
Application Specific Training?		
Troubleshooting and Maintenance Training?		
Are you interested in our Support Services:		
Additional Preventive Maintenance Visits?		
Preventive Maintenance Consumables Kits?		
Service Contracts on additional instruments?		
Would you recommend SSS to another party?		
Have you visited www.sssltd.eu?		

If you would like to make any other comments to SSS, please do so in the box below:-

Thank you for taking the time to complete this survey.
If you have any questions regarding this survey, please e-mail bernise.gosden@sssltd.eu

Please return to SSS at your earliest convenience
Name:

Company:

Office Use	
Call Ref No	
Engineer	
Date	
Feedback Entered	
IR ref no	

