GULF **L**ABS

Customer Feedback Form

In order to help us improve the quality of our services offered to our customers, and to achieve our stated Quality Policy, we kindly request that you spend a minute completing this form and returning it to us. An online version of the survey is also available in our company website https://gulflaboratories.com/feedback/

Name of Company	
Project Title	

Which services did Gulf Labs supply?	☐ Chemical Testing ☐ Physical Testing ☐ Oil Testing ☐ Food Testing ☐ Drilling & Site Investigation
How did you hear about Gulf Labs	☐ Qatar Business Directory ☐ By recommendation ☐ Yellow Pages ☐ Previous project work ☐ Newspaper advertisement ☐ Other (please specify) ☐ Website ----------------------------------

How do you rate us on the following? (please tick as appropriate)		Very Good	Good	Average	Poor	Very Poor
1.	Telephone manner of our staff					
2.	Speed of response to your enquiry					
3.	Ability to fully meet your testing / investigation requirements					
4.	Quality of reports submitted					
5.	Meeting your delivery schedule / achieving your project deadlines					
6.	Professionalism and attitude of our personnel					
7.	Confidentiality & Impartiality undertaking					
8.	HSE practices followed during sample collection/testing					
9.	How would you rate Gulf Labs Overall?					

Please feel free to include additional comments on our performance:	
Area of Improvement?	
Would you consider using Gulf Labs on future projects?	
Name:	Position:
Signature:	Date:
Contact No:	Fax No:

For Gulf Lab Use only: Actions addressed to risk and opportunities:
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We thank you for your valuable time in completing the above details and we look forward to working with you on future projects.

Senthil Kumar
Laboratory Operations, Senior Manager

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