	<b>QUALITY SYSTEMS PROCEDURE</b> SHEA+LATONE INC.	Issue Date:	Rev.:
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3K SQP Client Satisfaction Survey			Page #: 1 of 3

**Client Name:**

**Date:**

**Testing Performed:**

**Testing Serial Number(s):**

**Who should we contact about the results of this survey?**

**Name:**

**Phone:**

**E-mail:**

**1. What is your overall level of satisfaction with our laboratory services?**

Very pleased    
  Pleased    
  Adequate    
  Dissatisfied    
  Strongly dissatisfied

**2. Will you use our service again?**

Yes    
  Maybe    
  No

**3. Did you receive the expected quality of work?**

Yes    
  Maybe    
  No

**Please check your level of satisfaction with our customer service:**


	Exceeds Expectations	Meets Expectations	Fails to Meet Expectations
Responsiveness			
Communication			
Helpfulness			

**If our customer service did not meet your expectations, please explain how we can better serve you in this area:**

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	<p style="text-align: center;"><b>QUALITY SYSTEMS PROCEDURE</b> SHEA+LATONE INC.</p>	<p>Issue Date: 5/8/17</p>	<p>Rev.: <b>F</b></p>
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Please check your level of satisfaction with our testing performance:

	Exceeds Expectations	Meets Expectations	Fails to Meet Expectations
Final test report quality			
Explanation of test results			
Timeliness			
Staff competency and knowledge			

If our testing performance did not meet your expectations, please explain how we can better serve you in this area:

Please provide any additional feedback below.

Thank you for taking the time to complete this survey. Your feedback is very important to us.

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Rev	Action	Initials	Date
B	Revised existing survey for standard compliance and conciseness	ZH	11/8/16
C	Reviewed and added comments	CB	11/10/16
D	Revised based on Cory's comments	ZH	11/11/16
E	Updated header and footer	CDB	2/16/17
F	Updated formatting	DRP	5/8/17

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