



Airborne Labs International

22C World's Fair Drive

Somerset, NJ 08873

T: 732-302-1950

F: 732-302-3035

E-mail: Sales@airbornelabs.com

Website: www.airbornelabs.com

Customer Satisfaction Survey

Please help us to serve you better by completing this brief survey.

Please circle the number that best represents your experience with Airborne Labs services

Performance Rating:

5 = Excellent

4 = Good

3 = Average

2 = Poor

1 = Bad

N/A = Not Applicable

Lab Testing:

List the testing services performed for you by Airborne Labs (i.e. CO₂ Final / Feed, SF₆, N₂ Bev. Grade, ASU testing):

Rate the Following:

5=Excellent 4=Good 3=Average 2=Poor 1=Bad N/A=Not Applicable

5

4

3

2

1

N/A

1. Availability of Sampling Equipment (Rentals)
2. Availability of Sampling Equipment (Purchase)
3. Availability and Ease of Sampling Instructions
4. Availability and Ease of Shipping Information
5. Timeliness of Receiving Test Results
6. Clarity of Test Reports

Tech Products:

List the technical products / equipment supplied to you by Airborne Labs (i.e. Gas Analyzers / Sampling Equipment / Detector Tubes / Supplies):

Rate the Following:

5=Excellent 4=Good 3=Average 2=Poor 1=Bad N/A=Not Applicable

5

4

3

2

1

N/A

7. Ease of finding Airborne Labs products / offers
8. Accessibility of product information
9. Ease of ordering desired products
10. Clarity of product's components
11. Clarity of product's instructions
12. Timeliness in receiving your orders
13. Ease of product assembly / use
14. Performance of analyzers purchased
15. Quality of supplies purchased
16. Level of technical back-up support received



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Customer Service

5=Excellent 4=Good 3=Average 2=Poor 1=Bad N/A=Not Applicable

5

4

3

2

1

N/A

- 17. Obtaining Desired Pricing & Quotes
- 18. Staff's Timely Response to your Inquiries
- 19. Courtesy & Professionalism Level of Staff
- 20. Simplicity / Accuracy of Invoicing Process
- 21. Ease & Convenience of Payment Process

Additional Questions:

- 22. How did you hear about Airborne Labs International?
- 23. Would you recommend Airborne Labs to other customers? Yes No Maybe
- 24. What other services would you like to be offered from Airborne Labs?
- 25. How can we serve you better?

Optional information

Company Name: _____

Primary Contact: _____

Tel: _____ E-Mail: _____

Thank you for your feedback. This information is vital to the improvement of our quality system.