



Supported By:  
Ministry of Food Processing Industries  
Govt. of India



www.bombaytesthouse.com

**Central Laboratory:** Unit No1, Fourth Floor,  
Banking Complex II, Plot No 9 & 10, Sector 19-A, Opp. APEDA  
Nr. APMC Market 2, Vashi, Navi Mumbai 400 703. India.

Tel: +91 22 41239185. 27831910  
Fax: +91 22 27831911  
Mob: 9867791055 / 9223187610

Email: bombaytesthouse@gmail.com  
bombaytesthouse.mumbai@gmail.com  
web: www.bombaytesthouse.com

### CUSTOMER FEED BACK FORM

**Dear Customer,**

Our sincere thanks for sending the samples for analysis at our laboratory. We would like to have your valuable feedback on the services, which will be helpful to improve the quality of our laboratory services.

<b>Name of the Customer</b>			
<b>Customer Representative</b>		<b>Designation</b>	

Please tick mark the appropriate block :

(5 - Indicates "Excellent", 4 - Indicates "good", 3 - Indicates "satisfactory", 2 - Indicates "bad", 1 - Indicates "poor").

#### A) QUALITY

(a)	Meeting Test requirements	5	4	3	2	1
(b)	Consistency in Results	5	4	3	2	1

#### B) DELIVERY

(a)	On time Delivery of Test Reports	5	4	3	2	1
(b)	Accommodation/modification in Test schedules	5	4	3	2	1
(c)	Response to meet exigencies/urgent requirements	5	4	3	2	1

#### C) PRICE

(a)	Cost of tests	5	4	3	2	1
-----	---------------	---	---	---	---	---

#### D) SERVICE

(a)	Resolution of your complaints	5	4	3	2	1
(b)	Our response to your special requirements	5	4	3	2	1
(d)	Our Service Range	5	4	3	2	1
(e)	Time taken for delivering the results	5	4	3	2	1
(c)	Our response to your communication	5	4	3	2	1

**YOUR VALUABLE SUGGESTIONS FOR IMPROVEMENT (On specific issue, please)**

<b>Name:</b>	
<b>Designation:</b>	
<b>Date:</b>	

Note: (i) If require, attach additional sheets