**温州爱默森检测技术服务有限公司**

客户满意度调查表

AMS/ZLJL/07－01

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 客户名称： | | | | | | | | | | | |
| 客户地址： | | | | | | | | | | | |
| 调查日期： | | | | | | | | | | | |
| 调查者： | | | | | | | | | | | |
| ☆满意度请打“√”标示 | | | | | | | | | | | |
| 序号 | 调查内容 | | 满意 | 基本满意 | | 一般 | | 差 | |  |  |
| 10 | 9 | 8 | 7 | 6 | 5 | 4 |  |  |
| 1 | 检测项目是否全面 | |  |  |  |  |  |  |  |  |  |
| 2 | 服务方式是否合适 | |  |  |  |  |  |  |  |  |  |
| 3 | 根据顾客要求按期完成试验 | |  |  |  |  |  |  |  |  |  |
| 4 | 耐心接听电话，及时回复邮件 | |  |  |  |  |  |  |  |  |  |
| 5 | 检测报告及时、准确 | |  |  |  |  |  |  |  |  |  |
| 6 | 及时了解客户要求，帮助顾客理解标准 | |  |  |  |  |  |  |  |  |  |
| 7 | 与顾客沟通舒畅 | |  |  |  |  |  |  |  |  |  |
| 8 | 顾客投诉反馈及时并及时整改 | |  |  |  |  |  |  |  |  |  |
| 9 | 不断提高检测能力 | |  |  |  |  |  |  |  |  |  |
| 10 | 是否定期进行用户访问,征询用户意见(包括电话\信函等) | |  |  |  |  |  |  |  |  |  |
|  | 合计分值 | |  | | | | | | |  |  |
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| 其他意见和建议 | |  | | | | | | | | | |

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| 客户名称：江西同联东风药业股份有限公司 | | | | | | | | | | | |
| 客户地址：江西省景德镇市乐平市乐平工业园东风路1号 | | | | | | | | | | | |
| 调查日期：2017.9.25 | | | | | | | | | | | |
| 调查者： | | | | | | | | | | | |
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| 客户名称：温州维科生物实验设备有限公司 | | | | | | | | | | | |
| 客户地址：温州滨海经济开发区一道十五路601号 | | | | | | | | | | | |
| 调查日期：2017.9.25 | | | | | | | | | | | |
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| 客户名称：温州市康德莱医疗器械股份有限公司 | | | | | | | | | | | |
| 客户地址：浙江省温州市滨海园区五道758号 | | | | | | | | | | | |
| 调查日期：2017.9.30 | | | | | | | | | | | |
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| 客户地址：温州滨海经济开发区一道十五路601号 | | | | | | | | | | | |
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| 客户地址：温州市龙湾区黄山南路8号 | | | | | | | | | | | |
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