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## On-Site Test Equipment Calibration Customer Satisfaction Survey

Customer: \_\_\_\_\_ Date Completed: \_\_\_\_/\_\_\_\_/\_\_\_\_  
\_\_\_\_\_  
Technician(s): \_\_\_\_\_  
\_\_\_\_\_  
Reference #: \_\_\_\_\_

(1) Was the work completed to your satisfaction?

Excellent      Good      Average      Unacceptable

(2) Did our On-Site Team arrive on the date and time as scheduled?      Yes      No

(3) Was the work completed within the schedule as expected?      Yes      No

(4) Did our team adequately communicate with you and your staff during our visit regarding your equipment's condition, special maintenance needs, etc.?      Yes      No

(5) Was our On-Site Team courteous, professional, and informative?

Excellent      Good      Average      Unacceptable

(6) Please rate the value of our On-Site service:

Excellent      Good      Average      Unacceptable

(7) Please rate your overall satisfaction with our On-Site service:

Excellent      Good      Average      Unacceptable

(8) Please share any comments, including how we can make this service more useful to you:

Your Name: \_\_\_\_\_ Phone #: (\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_  
May we use you as a reference for prospective customers?     Yes  No

**THANK YOU for your business and your feedback!**  
Please fax to (314) 638-3200, or email to [service@bcgroupintl.com](mailto:service@bcgroupintl.com).

ISO 9001 Certified

ISO 13485 Certified

ISO 17025 Accredited

Form: QF-SRV-015(B)