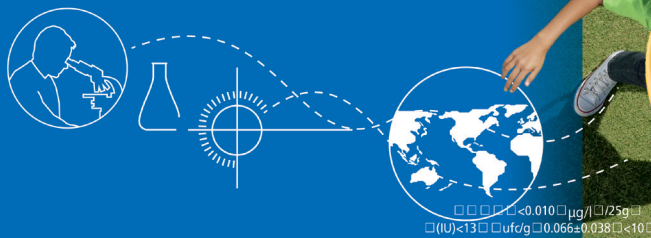


Because you care  
about CONSUMERS' HEALTH



## Customer Satisfaction Survey



In order to continuously improve the quality of our service, we would like to get your opinion on your experience with our company. Please take a moment to complete the survey below, your reply will help us to better serve you. On completion, kindly return to [za-info@mxns.com](mailto:za-info@mxns.com).

**Name:**

**Company:**

- Service Type:**  Microbiology  Chemistry  Auditing  
 Consulting  Education  Sub-contracting
- Location:**  Cape Town  Gauteng  Durban  
 Jeffreys Bay  George

**Q1.** Overall, how satisfied are you with the way Swift Silliker are handling your samples?  
Select one.

<b>Not satisfied</b>	<b>Somewhat satisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>	<b>Extremely satisfied</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q2.** How likely are you to recommend Swift Silliker to peers or business associates?  
Select one.

<b>Extremely likely</b>									<b>Not at all</b>
<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3.** What is your overall rating concerning the following?  
Select one.

	Poor	Fair	Good	Very Good	Excellent	N/A - don't know
Our sample collection services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our test results turnaround time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of the tests performed according to your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of our Certificates of Analysis (COA).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our ability to inform you proactively in case of issues (delays, delivery concerns, technical problems, positive results ...), if relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our support in terms of scientific expertise, if relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The comprehensiveness of the information and explanations you received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The clarity of our invoice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff – is your contact with Swift Silliker staff pleasant, are staff courteous and willing to assist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q4.** Overall, how easy is it to submit samples for analysis?  
Select one.

Extremely difficult	Very difficult	Fairly difficult	Neither	Fairly easy	Very easy	Extremely easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5.** Do you want to share any positive or negative comments about your experience with us?

We at Swift Silliker thank you for your participation.