



INSTITUTE OF HIMALAYAN BIORESOURCE TECHNOLOGY
(Council of Scientific & Industrial Research)
Post Bag # 06, Palampur 176 061 (HP)

Format No. SOP/4.4/01/F.01

CUSTOMER FEEDBACK

1. Name of the Customer :
2. Address :
3. Details of Testing Done :

Kindly record your perception of the quality of our testing services rendered to you with regard to above referred testing job. Please tick the appropriate rating on a scale of 1 to 10 where 1 is for least satisfaction and 10 for highest satisfaction level.

Sl. No	Parameter	Rating awarded									
		1	2	3	4	5	6	7	8	9	10
1	Quality of testing										
2	Timely completion of testing and communication of test results										
3	Level of test confidence										
4	Cost competitiveness										
5	Response and communication										
6	Courtesy by lab staff										

$$\text{Customer satisfaction index} = \frac{\text{Sum total of ratings awarded}}{\text{Maximum rating (60)}} \times 100 =$$

(Signature of Customer)
Date

(Signature of Lab Incharge)