**ITB CUSTOMER SATISFACTION SURVEY**

We value your feedback. Please take a few minutes to rate us so we can serve you better.

|  |  |  |
| --- | --- | --- |
| Return the survey to the e-mail address: LQ@itb.pl | or via post: | Instytut Techniki Budowlanej, LQ, ul. Filtrowa 1, 00-611 Warszawa, Poland. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Applies to work performed by the following department (please tick the appropriate box):** | | | | |
| The Building Elements Engineering Department / Laboratory (NZE / LZE) | | | |  |
| The Thermal Physics, Acoustics and Environment Department / Laboratory (NZF / LZF) | | | |  |
| The Building Structures, Geotechnics and Concrete Department / Laboratory (NZK / LZK) | | | |  |
| The Construction Materials Engineering Department / Laboratory (NZM / LZM) | | | |  |
| The Fire Research Department / Laboratory (NZP / LZP) | | | |  |
| Contract No: | | | | |
| **Does your feedback concern laboratory tests?** | **YES** |  | **NO** |  |

**Please rate the following aspects on a scale of 1-5, where:**

**1** – very bad

**5** – very good

**1. Communication and cooperation with our team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How do you rate our response time? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |
| How do you rate our communication with you? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |

**2. Quality of work performed**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Did the work carried out by us meet your expectations? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |
| How do you rate the quality and transparency of the received report, opinion or expertise? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |

**3. Order completion time**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How do you rate the order processing time? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |

**4. Overall satisfaction**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| How do you rate your overall satisfaction of our customer service? | | | | |
|  |  |  |  |  | |
| 1 | 2 | 3 | 4 | 5 | |

**5. Additional suggestions**

|  |
| --- |
| **How can we improve our service?** |
| **Other comments or suggestions regarding our work:** |

Thank you for your feedback!