



ANALYTICAL LABORATORY OF SRI LANKA TEA BOARD
CUSTOMER FEEDBACK FORM

Kindly spend few minutes of your valuable time and fill the following questionnaire to improve our system and forward to Director General or Director (Analytical Services), Sri Lanka Tea Board, No: 574, Galle Road, Colombo 03. /or drop it to our suggestion box in a sealed envelope.

Please tick (√) the relevant

1. From which Laboratory you obtained services:

- Microbiology Chemical Pesticide

2. Reason to select our laboratory services :

- Regulatory requirement Need an Accreditation testing service for comparison purpose
- Cost effectiveness Convenience Lab reputation
- Quality system requirement Other (Pls. Specify)

3. How satisfied with our laboratory service :	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
i. Availability of information regarding testing					
ii. Staff respond in timely manner					
iii. Staff politeness on inquiries					
iv. Sample submitting process is convenient					
v. Turnaround time is met					
vi. Test reports are easy to understand					
vii. Technical support of the staff					

4. What is your level of satisfaction with our laboratory overall service:

- Highly Satisfied Partially satisfied Satisfied Dissatisfied

5. Any other views/ suggestions to serve you better :

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Name of the Organization / Division :

Address :

Contact Person (Optional) :

Tel : Email :

Date :

Thank you for taking time to fill this feedback form

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ISSUED BY : Assistant Director (Quality)		AUTHORIZED BY : Director (Analytical services)		