



ISO 17025 Customer Satisfaction Survey

gh Package & Product Testing and Consulting thanks you for your business and confidence in our ability to meet your package testing needs. In order to better assist your efforts, we would appreciate your feedback through the following brief survey.

- 1) How do you rate our turnaround time for the testing (5 is fast and 1 is slow) _____
- 2) How quickly did we deliver the test report (5 is excellent and 1 is slow)
 - a. One week (5) _____
 - b. Two weeks (4) _____
 - c. Three weeks (3) _____
 - d. Four weeks (2) _____
 - e. Longer than a month(1) _____
- 3) How do you rate the accuracy of test report (5 is perfect and 1 is poor) _____
- 4) How would you rate pricing and value for work (5 is high value and 1 is low value) _____
- 5) Will you utilize gh again? (5 is definitely yes and 1 is definitely no) _____
- 6) How is the communication and service level with account executive (5 is great and 1 is poor) _____
- 7) How may we better serve your needs? Please be specific.
 - a. Online access to reports _____
 - b. Additional test equipment recommendations _____
 - c. Other _____
- 8) Would you recommend gh to someone else inside or outside your company?
Please identify this person _____
- 9) Company name _____
Your gh Testing Contact _____
- 10) Please Provide any additional comments: _____

Date: _____

Thank you for your response. Please return to:

H. Perry Hock
President & Technical Director
gh Package & Product Testing and Consulting, Inc.
4090 Thunderbird Lane
Fairfield, OH 45014
513-870-0017
phock@ghtesting.com