

	Food Safety and Quality Assurance Laboratory			
	Issue No: 01	Date of Issue: 06/05/2011	Rev No: 02	Date of Rev: 01/06/2018
CLIENT SATISFACTION QUESTIONNAIRE				Doc No: QL/GEN/021

Date: 01/07/2021

Dear Customer,

Thank you for giving us an opportunity to serve you. Please help us by taking a few minutes to tell us about the services that you have received so far. Please send the duly filled questionnaire to the below address.

We appreciate very much your business and want to make sure that we meet your expectations.

Sincerely,

.....

Director/Food Safety and Quality Assurance Laboratory
 Department of Veterinary Public Health and Pharmacology
 Faculty of Veterinary Medicine and Animal Science
 University of Peradeniya
 Peradeniya

Name of the Company.....

Satisfaction with services accessed or received

1. In the past 12 months, how frequently have you accessed or received services from our laboratory?

- Weekly
- Monthly
- Every 3–6 months
- Every 6 months or less

2. Which of the following services have you obtained from the Food Safety and Quality Assurance Laboratory of the university of Peradeniya (FSQAL)?

- Nitrofurantoin metabolites (AMOZ, SEM, AHD and AOZ) in food
- Aflatoxins in food or animal feed
- Fumonisin in food or animal feed
- Fumonisin in food or animal feed
- Enrofloxacin and ciprofloxacin in chicken
- Multi-drug residues (30 antimicrobials) in food, feed or manure
- Chloramphenicol in food
- Six plate test
- Other

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3. How many samples you have sent for below testing during the past 36 months (please write the number)

- 4. Nitrofurans metabolites (AMOZ, SEM, AHD and AOZ) in food.....
- 5. Aflatoxins in food or animal feed.....
- 6. Fumonisin in food or animal feed.....
- 7. Fumonisin in food or animal feed.....
- 8. Enrofloxacin and ciprofloxacin in chicken.....
- 9. Multi-drug residues (30 antimicrobials) in food, feed or manure.....
- 10. Chloramphenicol in food.....
- 11. Six plate test.....
- 12. Other

13. How would you rate your satisfaction with the following aspects of the services you have received or accessed?

	Extremely satisfied	Satisfied	Not Sure	Unsatisfied	Extremely unsatisfied
Quality of services provided					
Professionalism and courtesy of staff					
Timeliness of services provided					
Your awareness of the services provided					

14. How satisfied are you overall with the services you received or accessed in the past 12 months?

- Extremely satisfied
- Satisfied
- Not sure
- Unsatisfied
- Extremely unsatisfied

15. What did you like the most about the services you received or accessed?

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16. What do you think we could do to improve our services?

17. How did you hear about the services provided by the Food Safety and Quality Assurance Laboratory?

- Consulting Veterinarian
- Other client/friend
- Leaflet
- Internet
- Other method

18. How easy is it to find the information you are looking for about our services and programs?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- Not sure

19. Do you have any comments/ complaints about our services and/ or information resources and communications?

Date:.....

Signature:.....

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