



To serve
you better!

Customer evaluation
QUESTIONNAIRE

It takes less than 5 minutes to complete

The aim of this questionnaire is to find out how satisfied you are with the services that you receive from the IRSST's laboratories. Three aspects are evaluated: equipment loans, sampling and analyses, and the web site. The results will help us to improve the quality of our services. Please complete it as soon as possible and send it to us at the following address.

IRSST
C/O Jacques Lesage
Director
Laboratory Services and Expertise Department
505, boul. De Maisonneuve Ouest
Montréal (Québec)
H3A 3C2

To ensure personalized follow-up of your comments, you can provide your coordinates below. This evaluation will be handled confidentially whether you choose to include this information or not.

Name _____

Organization: _____

For each of the items listed below, please indicate your assessment on a scale from 5 to 1.

5 = excellent 4 = good 3 = satisfactory 2 = unsatisfactory 1 = unacceptable

EQUIPMENT LOANS

1. Accessibility to personnel and customer service

5 4 3 2 1 N/A

Comments:

2. Friendliness of personnel

5 4 3 2 1 N/A

Comments:

3. Competence of personnel

5 4 3 2 1 N/A

Comments:

4. Correspondence between your need and the equipment lent

5 4 3 2 1 N/A

Comments:

5. Compliance with the times for receiving your equipment

5 4 3 2 1 N/A

Comments:



SAMPLING AND ANALYSES

6. Accessibility to personnel

- 5 4 3 2 1 N/A

Comments:

7. Friendliness of personnel

- 5 4 3 2 1 N/A

Comments:

8. Competence of personnel

- 5 4 3 2 1 N/A

Comments:

9. Satisfaction about the time for receiving results

- 5 4 3 2 1 N/A

Comments:

10. Quality of report (presentation, understanding)

- 5 4 3 2 1 N/A

Comments:

11. Quality of the work performed

- 5 4 3 2 1 N/A

Comments:

12. Correspondence between your need and the report received

- 5 4 3 2 1 N/A

Comments:

WEB SITE

13. Quality of the IRSST web site

- 5 4 3 2 1 N/A

Comments:

14. Finding a document, guide or utility

- 5 4 3 2 1 N/A

Comments:

10. On average, how many times a week do you consult our web site?

- 5 4 3 2 1 N/A

Comments:

Do you have any suggestions that would enable us to better meet your expectations?

