



ANALYTICAL LABORATORY OF SRILANKA TEA BOARD

CUSTOMER FEEDBACK FORM

Year :

Please fill this form in appropriate manner and forward to the Director (Analytical Services) under a confidential cover, address to Director (Analytical Services), Analytical Laboratory of Sri Lanka Tea Board, No: 574, Galle road, Colombo 03. /or drop it to our suggestion box.

(please tick (v) the relevant box)

From which Laboratory you obtained services ?

Microbiology	
Chemical	
Pesticide	

How satisfied with our service ?

	EXCELLENT	VERY GOOD	GOOD	POOR
(1.) Counter Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2.) Quality and Availability of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3.) Technical content and the presentation of Test report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4.) Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other views/ suggestions :

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Clients information (optional);

Name :

Organization :

Signature :

Date :

Issue No : 1	Issue Date : 24.06.2013	Revision No : 1	Revision Date : 02.05.2014
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ISSUED BY : Quality Management Officer	AUTHORIZED BY : Director (Analytical services)
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