



Customer Feedback

Fax: 045-263-9840
E-mail: survey@inalabjapan.co.jp

Thank you for using Inalab Japan. We would like to ask you some questions about your experience using our services. We would greatly appreciate it if you could fill out the short questionnaire below about your customer experience and return it to us by email or fax (see above).

1. The following questions concern your contact details. Date: _____ / _____ / _____

Organization Name: _____ Your Name: _____

Email Address: _____ Telephone: _____

May we contact you using the above details to discuss your comments? _____ Yes • No

2. The following questions concern your experience with Inalab Japan. We welcome any and all comments.

Please check the box that best represents your experience of...	Excellent	Good	Average	Less than Satisfactory	Bad	No opinion
... interacting with Inalab Japan's staff						
... the chain-of-custody document and sample						
... reading, understanding and using Inalab Japan's analytical						
... the time taken between sample submission and receiving						
... your overall experience of using Inalab Japan						

Further comments regarding any of the above:

3. This final section addresses areas in which we could improve our customer service and analytical products. We welcome any and all comments. You are not required to answer any of these questions.

If Inalab Japan were to offer free downloadable or online chain-of-custody document creation and submission software, how likely would you or your organization be to use this feature?
Very Likely • Possibly • Unlikely • Very Unlikely

Which of the following would you like to see on Inalab Japan's airborne fiber count analytical reports?
 95% confidence thresholds 8hr time-weighted average exposure levels
 Other [_____]

Please give further details/comments:

Thank you for taking the time to help us improve our customer service. We look forward to working with you again in the future.