

Thank you for participating in the BTI Customer Survey. The survey should take less than five minutes of your time to complete. Click "Print Form" to print for faxing or "Submit by Email" button to submit the survey electronically. Please note that names or individual comments will not be released.

1. Customer Information

Name:	_____	Telephone/Ext:	_____
Company/Affiliation:	_____	Fax:	_____
Department:	_____	E-mail:	_____
Address:	_____	Service Provided:	_____

2. Customer Satisfaction

Services

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the solutions offered by the service provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How satisfied are you with turn-around time of the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied are you with the quality of the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. How satisfied are you with the costing of the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Rate your overall satisfaction with the service provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Would you recommend BTI as a services provider?					

Services Technical Support

7. How satisfied are you with the responsiveness of the BTI's Services Department?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How satisfied are you with the knowledge of BTI's Services Department?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Documentation

9. How satisfied are you with the appropriateness of the documentation to your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. How satisfied are you with the usability of the documentation provided?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Rate your overall satisfaction with the documentation provided.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Is an ISO 9001:2008 registered service required?					
13. Is an ISO/IEC 17025:2005 accredited service required?					

Company

14. Rate your overall satisfaction with BTI's Services Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, how satisfied are you with Bubble Technology Industries as a company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Would you recommend Bubble Technology Industries as a company?					

How did you find us?

Past Customer Internet Recommendation Other (Please specify): _____

How can we serve you better?
