

客户满意度调查表

Customer Satisfaction Survey

尊敬的客户:

Dear customer:

感谢您对曼瑞检测科技(苏州)有限公司的帮助和支持! 追求客户满意是我们公司的一贯目标, 您的意见对于我们至关重要。我们诚恳邀请您参加曼瑞检测的客户满意度调查, 希望您给予坦率的评价。我们将根据调查结果改善工作, 以便更好地为您服务。非常感谢您的配合!

Thanks a million for your great help and support for MRT. Pursuit of customer satisfaction is our constant goal, and your opinion is very essential for us. We sincerely desire your feedback and hope you give a frank evaluation. We will improve our works according to the survey results in order to give you better service. Thank you very much for your cooperation!

1. 服务质量的评价 Evaluation for Service					
1) 曼瑞业务人员提供的报价咨询及报价单可迅速回复并提供:					
Response speed of quotation provided by MRT sales:					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
2) 曼瑞业务人员提供足够的咨询以利案件开立:					
Enough consultation for ease of case opening:					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
3) 曼瑞苏州业务人员/行政人员/技术人员服务态度/配合态度:					
Cooperation and Service provided by MRT employees:					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
4) 曼瑞苏州业务人员/客服人员回复客户抱怨问题态度及速度:					
Attitude and speed of complain response of MRT sales and CS personnel:					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
5) 若因突发原因或测试异常导致案件进度可能延误, 会立即通知贵司:					
You'll be informed by MRT if the case schedule is possibly delayed due to the unexpected cause or test abnormalities					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
6) 测试认证数据的正确性及报告质量:					
Accuracy of test and accreditation data and quality of test report					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
7) 主动并实时提供案件进度说明(Pass/Fail/abnormal...):					
Release the case progress actively and in real time					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
8) 测试认证流程、待测样品的管控能力:					
Control of test/ accreditation process and EUT					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	
9) 主动提供教育训练课程/法规标准/认证信息:					
Initiative to provide training courses / test regulation and standards / certification information					
很满意 Great	满意 Good	一般 Average	不满意 Bad	很不满意 Worst	

2. 技术能力的评价 Evaluation of Technical Competency

- 1) 检测/技术人员的测试技术能力:
 Technical Competency of test engineer and technician
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst
- 2) 检测/技术人员对各法规标准的掌握程度:
 Mastery of various test regulation and standards of test engineer and technician
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst
- 3) 检测/技术人员协助分析问题的能力(非待测样品引起的异常排除):
 Assist in troubleshooting problems, which are not caused by EUT
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst
- 4) 检测场地软硬件设备符合各测试认证需求:
 The instrument and equipment including hardware and software meet the requirement of test and accreditation
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst
- 5) 实验室公信力:
 Credibility of MRT
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst
- 6) 国际测试认证咨询实时正确且资源充足:
 Response and resource to international test and accreditation
 很满意 Great 满意 Good 一般 Average 不满意 Bad 很不满意 Worst

**3. 您还有其他更宝贵的意见吗?
 Would you please give other more valuable advice?**

客户名称 Customer Name:

填写人姓名 Filled by:

职位 Position:

填写日期 Date:

4. 曼瑞评分 Calculated by MRT

项目 Item	分数 Score	总分 Total
很满意 Great	100	
满意 Good	80	
一般 Average	60	
不满意 Bad	40	
很不满意 Worst	20	