BNP CLIENT SATISFACTION SURVEY

As a valued and very important client to our BioNexus Partners (BNP) status laboratory/unit, we would like you to rate your experience in doing business with the BNP laboratory/unit.

Please take a moment to complete this ‘BNP Client Satisfaction Survey’ and let us know how the BNP laboratory/unit has performed and most importantly, what we can do to improve the level of BNP services/equipment/facilities in the future. Any comments or recommendations are most welcomed and greatly appreciated. Please be assured that your response will be held completely confidential. Thank you.

1. **Client Information**

|  |  |
| --- | --- |
| **Organization name**  |  |
| **Name and designation**  |  |
| **Nature of business**  |  |
| **Telephone and fax number** |  |
| **Email address**  |  |

*(\*Alternatively you may attach your name card)*

|  |  |
| --- | --- |
| **Name of BNP lab/unit & type of services acquired** *(e.g. : Genetic Laboratory (FRIM) –* *DNA Sequencing)* |  |
| **Date service commenced and ended** *(e.g.: 21 March – 21 May 2012)* |  |

How did you get to know about the BNP laboratory/unit?

1. Mass Media (Newspaper, Magazine, Petri Dish, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Internet (Google Search, Yahoo, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Brochures/pamphlets/flyers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Events (e.g.: BNP Networking Session) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. **BNP Services/Equipment/Facilities**
6. What is your satisfaction rating on the BNP services/equipment/facilities?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** **Did Not Meet Expectation** | **2****Met Some Expectation** | **3** **Average** | **4****Met Expectation** | **5****Excellent** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1.1** | **Equipment/Facilities**1. Equipment/facilities available in the BNP laboratory/unit meet your R&D&C needs.
2. Equipment/facilities provided at the BNP laboratory/unit are well-maintained.
3. Equipment/facilities available in the BNP laboratory/unit are upgraded and recent.
 | **1****1****1** | **2****2****2** | **3****3****3** | **4****4****4** | **5****5****5** |
| **1.2** | **Service Experience**1. BNP laboratory/unit provides reliable and consistent service.
2. Result/Finding report provided by BNP laboratory/unit is accurate and meets your expectation
3. Turnover time by BNP laboratory/unit to provide the Result/Finding is timely and meets our expectation.
4. BNP laboratory/unit personnel are technically competent and provided us with accurate information.
5. We have adequate access to BNP laboratory/unit personnel for advice and assistance.
 | **1****1****1****1****1** | **2****2****2****2****2** | **3****3****3****3****3** | **4****4****4****4****4** | **5****5****5****5****5** |
| **1.4** | **Pricing offered for Services/ Equipment/ Facilities**1. BNP laboratory/unit offered favorable rates for using their services/ equipment/ facilities.
 | **Yes** | **No** |
|  | 1. How many percent lower is the price charged by BNP laboratories and units as compared to other service providers? Please name any other service provider that you have considered and their pricing.
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **10%** | **20%** | **30%** | **40%** | **50%** |
|  |  |  |  |  |

**Other service providers:****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Pricing: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **1.5** | **Overall Satisfaction** 1. Overall, how satisfied are you with the services offered by the BNP laboratory/unit?
 | **1** | **2** | **3** | **4** | **5** |
|  | 1. If you had a choice of service providers, would you use the BNP laboratory/unit again?
 | **Yes** | **No** |
|  | 1. If you had a choice of service providers, would you recommend the BNP laboratory/unit to others?
 | **Yes** | **No** |

1. Do you have any recommendations/suggestions that you would like to share with us?

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***Thank you for your cooperation!***