



Bibby Scientific Ltd
Customer Satisfaction Form

PLEASE RETURN TO:
QUALITY DEPARTMENT
Bibby Scientific Ltd
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BS EN ISO 9001-2008 Reg # 6381141

Customer Name: _____

Contact Name: _____ (Reqd for feedback)

Date: _____

Product group 1. Stuart 2.Techne 3.Jenway (Please tick the applicable boxes)

In order to help improve our service to customers, please score the following 8 attributes and determine the order of importance to your organisation. In addition, we would welcome any comments or suggestions that you feel would bring mutual benefits.

Order of Importance	Attribute	0	1	2	3	4	5	6	7	8	9	10	Score
	On Time Delivery	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Number of Defects Supplied	Very High	→	High	→	Acceptable	→	Low	→	Very Low	→	Zero NCR's	
	Response to Quality Issues (Non Conforming Items, Delivery etc.)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Effective Communication (Response, Progress etc.)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Documentation (Quotations, Acknowledgement, Technical etc.)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Service Support (Response, Turnaround Time, Technical Support)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Application Support (Response, Technical support, knowledge)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	
	Product Availability (Stuart / Techne / Jenway)	Very Poor	→	Poor	→	Acceptable	→	Good	→	Very Good	→	Excellent	

Additional Comments / Suggestions:

Total	
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