

**Customer satisfaction regarding tests performed by ift**



*ift thanks you in advance for your cooperation. Your opinion will contribute to the constant improvement of our activities aimed at your satisfaction.*

*Your information will be kept confidential – unless you explicitly request it otherwise.*

**ift Rosenheim GmbH**  
 Qualitäts- & Prozessmanagement  
 Theodor-Gietl-Str. 7 - 9  
 83026 Rosenheim  
 Germany

per FAX: +49 (0) 8031-261 28 2528

per E-Mail: [qpm@ift-rosenheim.de](mailto:qpm@ift-rosenheim.de)

Who was your ift contact person?	.....		
Which product was tested/calculated/assessed?	.....		
<b>How do you estimate ...</b>			
... availability of your contact person at <b>ift</b> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... our offer? - does it fulfill your expectation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... support and help of <b>ift</b> employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... suitability of processing time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... range and content of <b>ift</b> certificate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... recognition and value of ift certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
domestic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
abroad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was an appointment arranged? <input type="checkbox"/> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was our invoicing clear and comprehensible for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you have complaints and remarks? <input type="checkbox"/> How were they treated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks/Suggestions	..... ..... ..... .....		

In the case you do not want to be anonymous:

Company / Contact person \_\_\_\_\_

Would you like us to call you?

by: Test unit manager  Department manager  Responsible for QM