



**Alpha Electronics (Southern) Ltd**  
**UKAS Calibration Laboratory**  
**Customer Satisfaction Feedback Form.**

Issue: 1.01  
 Issue by: John Puttock  
 Date: 18<sup>th</sup> Sept 2020  
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As part of our ongoing commitment to our clients, customer feedback is an important part of our UKAS Accreditation to help us improve our service, through continual improvement. To do this, we would welcome your feedback, hopefully positive, but criticism or suggestions for improvement, will be taken on board and addressed. Please download this form to fill in or fill it in online and use the e-mail link below to send it to our Laboratory. Thank you in advance. Where appropriate, a reply will be given. All feedback will remain strictly confidential. If you wish to fax it to us, the number is shown at the base of this form. Thank you in advance

|                       |  |
|-----------------------|--|
| Company:              |  |
| Contact:              |  |
| Contact Tele No:      |  |
| Equipment Calibrated: |  |
| Date of Calibration:  |  |
| Serial No:            |  |
| UKAS Certificate No:  |  |

Please place a 'X' in the appropriate box below. If the 'X' is in Fair or Poor would you please make appropriate comments in the box below.

|                      | Excellent | Good | Fair | Poor |
|----------------------|-----------|------|------|------|
| Quality of data      |           |      |      |      |
| Presentation         |           |      |      |      |
| Price                |           |      |      |      |
| Turn-around time     |           |      |      |      |
| Reported Results     |           |      |      |      |
| Helpfulness of staff |           |      |      |      |
| Overall service      |           |      |      |      |
|                      |           |      |      |      |
|                      |           |      |      |      |

Please enter any additional comments you wish to make.

Please email this completed form back to FAO UKAS Laboratory Manager, @:  
[john.puttock@alpha-electronics.com](mailto:john.puttock@alpha-electronics.com)

|  |                     |
|--|---------------------|
| <i>For Alpha Electronics (Southern) Ltd use only.</i><br>Feedback reviewed by: | Customer Contacted: |
|--|---------------------|