



CENTRE FOR INSPECTION, TESTING & CERTIFICATION OF MATERIALS-CITCOM

FEEDBACK ON MATERIAL TESTING SERVICES
 (Feedback from the clients on the tests performed by the lab)
 (CONFIDENTIAL)

Client Details	Services Availed
Name:.....
Designation:.....
Organization:.....
Address:.....
.....
.....
Phone/Fax/E-mail:

Comments & Rating on the performance of lab as perceived by the Client/Representative.
 (Please rate the performance of lab as Excellent (1) / Good (2) / Average (3) / Inadequate (4))

Sl.	Service Criteria	Comments by Client/Representative	Rating
1.	Job Order Acceptance		
2.	Lab Setup-Organization		
3.	Eqpts. & Instruments		
4.	Test Methods & Specs.		
5.	Reporting of Results		
6.	Despatch of TC/Reports		
7.	Tested Sample Storage		
8.	Complaints Redressal		
9.	Response/Communication		

General Remarks and Overall Rating :

Signature of Client/Representative:

