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Customer Satisfaction Survey

1. Please indicate the industry that best describes your company.

- Petrochemical
- Specialty Chemical
- Consulting
- Laboratory
- Oil & Gas
- Other

2. How frequently do you use ECI?

- Several Times per Year
- Several Times per Week
- Weekly
- Monthly
- Yearly
- Once

3. Why did you choose to use ECI? (Check all that apply)

- Long Time Loyal Client
- Turn Around Times
- Quality of Service
- Cost Effectiveness
- Timely Response to Inquiry
- Reputation
- Convenience
- Other
- Electronic Reporting
- HUB Certificate

4. How satisfied are you with the following Technical Services?

(Extremely Dissatisfied = 1; Slightly Dissatisfied = 2; Satisfied = 3; Very Satisfied = 4; Extremely Satisfied = 5)

Quality of Phone & Email Communications with Staff

Sample Receiving

Turn Around Times

Quality of Analytical Results

Clarity of Lab Report & Supporting Documentation

Response to Technical Questions & Concerns

Scope of Services Offered

Cost of Analyses

5. How satisfied are you with the following Administrative/Support Services?

(Extremely Dissatisfied = 1; Slightly Dissatisfied = 2; Satisfied = 3; Very Satisfied = 4; Extremely Satisfied = 5)

Lab Staff Knowledgeable, Courteous & Professional

Response/Follow Up Completeness

Cooler & Bottle Packaging/Completeness

Received Requested Information in a Timely Manner

Information Received was Clear & Useful

Satisfaction with Resolution to a Concern

Information on Website is Easy to Locate

Shipping

Billing/Invoicing Procedures

6. Please rate your overall experience with the services you received from ECI.

(Extremely Dissatisfied = 1; Slightly Dissatisfied = 2; Satisfied = 3; Very Satisfied = 4; Extremely Satisfied = 5)

Overall Experience

7. Please rate the importance of the following:

(Not Important = 1; Important = 2; Very Important = 3)

Scope of Services

Turn Around Times

Lab Certification

Overall Capabilities

Cost

8. What can we do to better serve you? Please provide any additional comments or suggestions relative to your overall satisfactions with ECI. Suggestions included:

Improve Turn Around Times

Improve Communication

Find more responsive sub labs

Provide email acknowledgement when samples are received

Thank you for participating in our survey!