



EMI/EMC and Electrical Safety Test Facility, IIT Kanpur		
Doc. No.: FRM-0-02	Customer Feedback Form	
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## Revision Sheet

Rev. No.	Rev. Date	Section No. and Page No.	Details of the Revision	Reasons	Signature of the preparing authority	Signature of the approving authority
0	04 Apr 2023	-	Initial Release	-		
1						
2						
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## EMI/EMC and Electrical Safety Test Facility Indian Institute of Technology Kanpur

### Customer Feedback Form

**Doc. No. FRM-0-02 Rev. No. 0**

Please use this form to give us your suggestions, compliments, or complaints. They are important to us

This feedback is a:  Suggestion  Compliment  Complaint

#### 1. About which service?

- Enquiries/Information
- Complaint handling/dispute resolution
- Testing service

#### 2. About which issue?

- Timeliness
- Information Accuracy
- Accessibility of service
- Staff
- fees/charges
- website
- Others

#### 1. How did you first become aware of our EMC testing facility?

- Internet
- Referred by others.
- Other (please specify)



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**2. Were you satisfied with the initial response to your inquiry?**

- Extremely well
- Very well
- Somewhat well
- Not so well
- Not at all well

**3. Please rate the following aspects of your initial inquiry experience on a scale of 1 to 5, with 1 being the lowest and 5 being the highest:**

- Friendliness and politeness of our staff: \_\_\_\_\_
- Understanding your needs and ability to answer your questions: \_\_\_\_\_
- Waiting time until you received our quotation: \_\_\_\_\_

**4. Was the quotation we provided competitive?**

- 0 (Not Competitive)
- 1
- 2
- 3
- 4
- 5 (Very Competitive)

**5. Did we deliver the required service promptly and to your satisfaction?**

- 0 (Not at all)
- 1
- 2
- 3
- 4
- 5 (Above expectation)

**6. Did you find the quality of the Test Report acceptable?**

- 0 (Not at all)
- 1
- 2

- 3
- 4
- 5 (Above expectation)

**7. Please rate the following aspects of the Test Report experience:**

- Clarity and completeness of the information concerning the tests to be performed, the test methods, and the reference standards: \_\_\_\_\_
- Availability of the laboratory staff and completeness and clarity of the information provided concerning the tests performed: \_\_\_\_\_
- Response time for receiving Test Reports: \_\_\_\_\_

**8. How likely are you to recommend our company to a friend or colleague?**

- 0 (Not at all likely)
- 1
- 2
- 3
- 4
- 5 (Extremely likely)

**9. In addition to EMC testing, what other testing services would you be interested in?**

**10. Overall, how would you rate the quality of your customer service experience?**

- 0 (Very negative)
- 1
- 2
- 3
- 4
- 5 (Very positive)

**If not, please specify.**



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**11. Any additional comments and/or suggestions for improvement**

**Feel free to share any further thoughts or suggestions for improving our services.**

**Thank you for taking the time to provide your valuable feedback. Your input is important to us.**

**END OF DOCUMENT**