

TMI

Customer Satisfaction Survey

Date:

Company Name:

Contact:

Telephone:

Technical Maintenance, Inc

Scott Chamberlain, Quality Manager
 Phone: 813-978-3054
 FAX: 813-978-3758
 scott.chamberlain@tmicalibration.com

Type service TMI provides your organization:

Calibration	On-Sites
Repair	Permanent On-Site Lab

Which TMI Lab serves you?

Huntsville	Atlanta	Fort Lauderdale	
Columbus	Tampa	Rockford	Hartford
Resident On-Site Services		Melbourne	

Scheduling

Pick-up time:	Below Expectations	Meets Expectations	Exceeds Expectations
Delivery Time:	Below Expectations	Meets Expectations	Exceeds Expectations
On-Site:	Below Expectations	Meets Expectations	Exceeds Expectations

Service

Timeliness:	Below Expectations	Meets Expectations	Exceeds Expectations
Quality:	Below Expectations	Meets Expectations	Exceeds Expectations
Documentation:	Below Expectations	Meets Expectations	Exceeds Expectations
Technical Expertise:	Below Expectations	Meets Expectations	Exceeds Expectations

Overall

Communication:	Below Expectations	Meets Expectations	Exceeds Expectations
Professionalism:	Below Expectations	Meets Expectations	Exceeds Expectations
Capabilities:	Below Expectations	Meets Expectations	Exceeds Expectations
Convenience:	Below Expectaitons	Meets Expectations	Exceeds Expectations

Request a telephone call from TMI Quality

Request a telephone call from TMI Top Management

Comments on any of the information provided above?

Thoughts on how to serve you better?

**Click on box to submit and then click Send
 (Be sure your e-mail is on)**

**Or FAX to Scott Chamberlain @
 813-978-3758**

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