

Technical Maintenance, Inc.

Customer Satisfaction Survey

Date:

Company Name:

Contact:

Telephone:

TMI Calibration

 Scott Chamberlain
 Corporate Quality Manager
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Type of service we provide your organization:

Calibration	On-Sites
Repair	Permanent On-Site Lab

Which Location serves you?

	Dallas/Fort Worth		
Madison	Atlanta	Tampa	Fort Lauderdale
Columbus	Raleigh	Rockford	Hartford
Resident On-Site Services (OTS)	Colorado Springs	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 Expectations	Meets Expectations	Exceeds Expectations

Request a telephone call from TMI Quality

Request a telephone call from TMI Senior Leadership

Comments on any of the information provided above?

Thoughts on how to serve you better?