



**PHILIPPINE TEXTILE RESEARCH INSTITUTE**

**Testing Laboratory**

Gen. Santos Ave. Bicutan, Taguig, Metro Manila

**CLIENT'S SATISFACTION FEEDBACK**

Control No. : \_\_\_\_\_  
Date : \_\_\_\_\_

Name of Client : \_\_\_\_\_

Address : \_\_\_\_\_

Nature of Business

- |                                   |                                       |                                       |
|-----------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> Spinning | <input type="checkbox"/> Finishing    | <input type="checkbox"/> Construction |
| <input type="checkbox"/> Weaving  | <input type="checkbox"/> Garment Mfg. | <input type="checkbox"/> Chemicals    |
| <input type="checkbox"/> Knitting | <input type="checkbox"/> Government   | <input type="checkbox"/> Others _____ |

1. Type of Service : What PTRI service(s) have you availed of?

- Testing  
      Physical Testing       Chemical Testing  
 Technical Consultancy

2. Delivery of Service on a scale of 1-5, please evaluate the service rendered according to indicated attributes.

(Rating scale : 5 - Excellent ; 4 - Very good ; 3 - Good ; 2 - Fair ; 1 - Poor)

ATTRIBUTES	RATING				
	5	4	3	2	1
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timely Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Overall assessment: What is your overall level of satisfaction on PTRI services?

- Excellent                       Good                       Poor  
 Very good                       Fair

4. Please give us your comments/suggestions on how we can improve our services.

\_\_\_\_\_  
\_\_\_\_\_

Client's Signature: \_\_\_\_\_