

Dear Customer,

In an effort to help us maintain the highest standards of customer service and to improve all aspects of our service delivery to you we ask that you take a moment to complete the following survey. Your direct feedback and comments are the only way that we can be sure that we are exceeding your expectations with respect to instrument and technical support service delivery. Every survey will be reviewed by our National and Regional Service Managers and our company President and your input will be incorporated into our service delivery programs.

SOMAGEN DIAGNOSTICS INC.

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Please rate our service by circling the correct number on the scale of 1 through 4 provided, where:

- 1** Requires Improvement/
Not Satisfactory
- 2** Satisfactory/ Meets
Minimum Standards
- 3** Above Average/ Exceeded
the Minimum Standards
- 4** Exceptional Service/ Greatly
Exceeds Minimum Standards

Speed of Delivery

- | | | | | | |
|--|--|---|---|---|---|
| | A. Initial Contact – Was your call answered promptly with a clear and immediate connection to a Telephone Service Engineer? | 1 | 2 | 3 | 4 |
| | B. Service Dispatch – Did the Telephone Engineer either diagnose the problem immediately or dispatch a Field Engineer promptly? | 1 | 2 | 3 | 4 |
| | C. Field Service Response – Did our Field Engineer contact you promptly to confirm the time that he/she would be on-site? | 1 | 2 | 3 | 4 |
| | D. On-Site Response – Did our Field Engineer arrive on-site promptly and in line with the time proposed on the telephone? | 1 | 2 | 3 | 4 |
| | E. Problem Solving – Did our Engineer (Field or Telephone) solve your problem promptly and have your instrument functioning properly in a timely fashion? | 1 | 2 | 3 | 4 |

Communication

- | | | | | | |
|--|---|---|---|---|---|
| | A. Initial Contact – Did our Telephone Engineer offer an initial diagnosis or hypothesis as to the nature of the problem? | 1 | 2 | 3 | 4 |
| | B. Service Steps – Did our Telephone Engineer describe the steps that would be taken after your call and who would contact you next as well as an estimate of time? | 1 | 2 | 3 | 4 |
| | C. Problem Solving – Did our Field Engineer describe for you the nature of the problem and how it is being repaired, including indications of time expected, parts required and possible cause of the problem? | 1 | 2 | 3 | 4 |
| | D. Post Solution – Did our Field Engineer summarize the steps that were taken to solve your problem (and if applicable, propose any steps that might be taken in the future to avoid such a problem)? | 1 | 2 | 3 | 4 |
| | E. Call Backs – Did the problem get solved the first time? Was there a need for a "call-back" after the problem was said to be fixed and the file closed? | 1 | 2 | 3 | 4 |

Professionalism

- | | | | | | |
|--|---|---|---|---|---|
| | A. Contact – Were each and all of your contacts with Telephone and Field staff conducted to the highest standards of professionalism? | 1 | 2 | 3 | 4 |
| | B. Appearance – Did the Field Engineer arrive at your laboratory dressed and presented in a professional manner? | 1 | 2 | 3 | 4 |
| | C. Preparedness – Did the Field Engineer arrive at your laboratory prepared and equipped to meet your needs in solving the instrument problem? | 1 | 2 | 3 | 4 |

Additional Comments

Please feel free to add any additional comments that you may have about Somagen or your most recent service experience: _____

Please note the instrument name, model and serial number: _____

Customer name: _____ SR # _____

Please Fax to 780.438.6595



SOMAGEN™