

Biomedical Services – Customer Satisfaction Survey

The team at ECOMED Technical believe we are providing a quality service when it comes to maintaining your medical equipment. We may believe we are providing a quality service, **but do you think we are?** This is what is important to us.

Therefore, we kindly ask for your feedback and are grateful for your effort to provide us with this information. We ask for this information, so that we can make it our goal to provide you with more than what you would expect. We believe, our continued success and on-going relationship with you will be determined by this.

It would be much appreciated if you would fill out the survey below and fax back to us on 1800 67 5433 to help us ascertain this information

Response & Completion Times

How do you rate the following?

1. Telephone response time.
2. On site response time.
3. Equipment return time.

Thumbs Up 

Thumbs Down 

Customer Service Representatives and Service Consultants

4. Technical knowledge of our Service Consultants.
5. Our Service Consultants' willingness to help solve problems.
6. The level of communication you received from our Customer Service Representatives and/or Service Consultants.

Equipment Maintenance

7. The quality of your equipment repairs.
8. The effectiveness of your equipment maintenance program.
9. The overall condition of your medical equipment.

Overall

10. How do you rate the overall effectiveness of our Services?

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Are you aware that ECOMED Technical can provide all of your medical device repair and routine service needs?

Yes: _____

No: _____

Would you like more information detailing ECOMED Technical's capabilities?

Yes: _____

No: _____

Will you use our services in the future?

Yes: _____

No: _____

Any suggestions would be greatly appreciated. What can we do better or what are we doing well?.....

Name: _____ **Title:** _____ **Date:** _____

Site : _____

(Office) Site Code: _____

PLEASE FAX BACK TO 1800 67 5433