



Customer Experience Survey

The survey should take less than 5 minutes of your time. Your feedback will help improve our customer experience to all who do business with us. Thank you!

Please circle your choices.

How long have you been a customer?

1. Less than a month
2. 1-12 months
3. 1-3 years
4. Over 5yrs

How often do you use our products/ services?

1. On a daily basis
2. 2 or 3 times a week
3. 2 or 3 times a month
4. Less than once a month

What products/services do you request the most from our lab?

1. Fixed Crown & Bridge
2. Implant work
3. Removables
4. Digital IOS Scans

How satisfied are you with our products/ services?

1. Very satisfied
2. Satisfied
3. Neutral
4. Unsatisfied
5. Very unsatisfied

What impressed you most about our products/ services?

1. Quality
2. Price
3. fit
4. Ease of delivery
5. None of the above

Compared to similar products offered by other labs. How did we compare?

1. Much better
2. Somewhat better
3. About the same
4. Worse
5. Not sure

How satisfied are you with us meeting your delivery dates?

1. Very satisfied
2. Satisfied
3. Neutral
4. Unsatisfied
5. Very unsatisfied

How do you rate the response time of our customer service?

1. Prompt in answering
2. On hold for a long period of time
3. No one call backs
4. Very bad

How do you rate the level of our staff knowledge and ability to answer questions?

1. Knowledgeable
2. Somewhat helpful
3. Neutral
4. Unhelpful

How many labs do you currently work with?

5. 1-2
6. 3-4
7. 5-6

How would you rate the fabrication of our products?

1. High Quality
2. Generally good
3. Quality varies
4. Inconsistent

How would you rate our customer service personnel over the phone?

1. Friendly
2. Somewhat helpful
3. Unfriendly
4. Rude

How would you rate your overall customer experience with us?

1. Very satisfied
2. Satisfied
3. Neutral
4. Unsatisfied
5. Very unsatisfied

How likely are you to recommend our laboratory to a colleague?

1. Highly
2. Unlikely
3. Very unlikely

What do you like most about our company's products/ services?

What do you dislike most about our company's products/ services?

What are some suggestions you feel could help improve your customer experience?

Thank you for taking the time in filling out the survey, this information will help us improve our customer experience. When done please mail back with case, fax to 818-885-7645 or email to walter@weknowsmiles.org