



North American Coating Laboratories Survey

Company: _____ **Date:** _____

Address: _____ **City:** _____

State: _____ **Zip:** _____

Phone: _____ **Fax:** _____

Attention:

To better serve our customers, North American Coating Labs would appreciate your response to the following questionnaire. These questions can be answered by circling the appropriate number that corresponds to each question.

Rating Key: _____

1-Poor
2- Below Expectations
3-Meets Expectations
4-Exceeds Expectations
5- Excellent

Category	Rating	Remarks
1) Communication with NACL	1 2 3 4 5	_____
2) Turn around time	1 2 3 4 5	_____
3) Quality of Product / Meets Specification	1 2 3 4 5	_____
4) Cost of Product	1 2 3 4 5	_____
5) Promptness in handling of problems	1 2 3 4 5	_____
6) Company overall performance	1 2 3 4 5	_____
7) How can we better service you? _____		_____

Additional Remarks: _____

Survey Completed by: _____ Title: _____ Date: _____