

Customer Survey – Flow Research and Test Center

Purpose

Our flow test laboratory seeks feedback, both positive and negative, from its customers. This feedback is used and analyzed as part of the customer complaint resolution process and the annual management review to improve the management system, testing and calibration activities, and customer service.

Survey

1. Name: _____

2. Title: _____

3. Date: _____

4. Company: _____

5. Reason for visit.

- Testing MVTM
- Testing Sentry Turbine
- Testing PD Meter
- Testing Ultrasonic
- 3rd Party Witness Testing
- Other

6. What type of testing were you witnessing?

- ISO17025 Accredited Testing
- Factory Calibration
- Standard Factory Test
- Demonstration

7. How would you rate the Flow Research and Test Center flow lab capabilities?

- Very Satisfied
- Satisfied
- Neutral
- Poor

8. Are you satisfied with:

- | | | |
|-------------------|------------------------------|-----------------------------|
| Customer Service | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Test Reports | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Test requirements | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Lab Personnel | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

9. What were you most impressed/satisfied with during your visit?

10. Do you have any suggestions for improving our test facility services?

11. If you are dissatisfied with our services, please provide your contact information to help resolve.

Phone Number: _____

Email Address: _____

Please Forward completed survey to:

Mark Martin

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