# Customer Feedback Form

As part of EffecTech’s commitment to its continuous improvement process, it would be appreciated if you could provide us with feedback on the level of service we have recently provided for you.

## About You

|  |  |  |  |
| --- | --- | --- | --- |
| Name\* |  | Job title |  |
| Company\* |  | | |
| Email address\* |  | | |
| Date\* |  | **Order number(s)** (leave blank if not applicable) |  |
| Please select which EffecTech Service you wish to provide feedback for (tick all that apply)  If you would like to provide feedback on the EffecTech® Training Academy, the Global Gas and LNG Proficiency Testing Scheme (GGLNG) or the Stack Emissions Proficiency Testing Scheme (SEPTS), please contact us for more information at [info@effectech.co.uk](mailto:info@effectech.co.uk) or via the EffecTech [website](http://www.effectech.co.uk).  🞏 Calibration gases  🞏 Flow metering validations  🞏 Natural gas analysis  🞏 Performance evaluation and inspection  🞏 LNG sampling system inspections  🞏 Consultancy (including LNG metrology) | | | |

(\*) = required Information

We appreciate your feedback on any part of the service you have received from EffecTech.

* Do you give permission for EffecTech to contact you to follow up on the feedback provided?
* Do you give your permission for your comments to be used in marketing materials created by EffecTech?

### Keeping in touch

We would like to send you the quarterly EffecTech newsletter and occasionally other marketing materials about our products, services and events via email (you can withdraw your permission at any time by contacting us by email or unsubscribing from the newsletter).

* Yes, I would like to receive the EffecTech quarterly newsletter via email
* Yes, I would like to receive marketing updates about EffecTech products, services and events

## Your Feedback

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Please click the most appropriate box to rate the following | Not applicable | Poor | Unsatisfactory | Satisfactory | Good | Excellent |
| Quality of communications related to your enquiry or order (i.e. did you receive all the information you needed in a timely manner throughout the order process?) | 🞏 🞏 🞏 🞏 🞏 🞏  Further comments | | | | | |
| Quality of product/service you received (i.e. was your order delivered as requested, with the appropriate paperwork?) | 🞏 🞏 🞏 🞏 🞏 🞏  Further comments | | | | | |
| Quality of your aftercare service? | 🞏 🞏 🞏 🞏 🞏 🞏  Further comments | | | | | |
| Any other feedback or ideas for improvements |  | | | | | |

## How did you hear about EffecTech?

|  |  |
| --- | --- |
| How did you find about EffecTech’s products and services?  🞏 Recommendation from a contact  🞏 Have ordered previously  🞏 Search Engine  🞏 Advertising  🞏 Other  If you selected ‘other’, please provide further information | |
| What helped you decide to order from EffecTech? Please click the boxes for all relevant options:  🞏 Recommendation from a contact  🞏 Lead-times  🞏 Quality of product/Service  🞏 Quality of customer service when communicating with EffecTech  🞏 Reputation for / level of expertise available from EffecTech  🞏 Other  If you selected ‘other’, please provide further information | |
| Do you intend to purchase from EffecTech again? | Yes 🞏 No 🞏 |
| Do you have any further comments? | |