

**THE NEXT PAGE IS AN EXAMPLE OF SURVEY POSTCARDS YOU
WILL RECEIVE FOR MAILING TO YOUR CLIENTS.**

**ASI WILL SUPPLY PREPRINTED POSTCARDS TO THE CONTACT
PERSON WITHIN TWO WEEKS OF RECEIPT OF YOUR PAID
APPLICATION for new Participants.**

**Your company's name, address and ID number are used as the
return address on the cards.**

**The mailing address for the ACIL Customer Quality Service Award
is printed on the front of the cards. The cards are mailed directly to
ACIL Customer Quality Service Award Administrator.**

The participating laboratory pays for the postage of the card.

**ACIL Customer Quality Service Award
Laboratory Program**

WE NEED YOUR OPINION! *Please fill out and return this form.*

Please check the box that best expresses your opinion of this laboratory's performance.

- 1. How do you rate the data quality?
- 2. How do you rate the laboratory's customer service?
- 3. How do you rate the technical expertise of the laboratory and its staff?
- 4. How do you rate the value received?
- 5. How do you rate the Timeliness of your report?
- 6. As compared to the Timeliness of all other laboratories?

Excellent Satisfied Fair Poor

EXAMPLE

Additional Comments:

(Optional) Your Name:

If you have any questions,
Please contact the
Program Administrator at:
(302) 368-1211

Thanks for your help.

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