



**Southwest Research Institute®**  
 Mechanical Fabrication Center  
 Customer Feedback Survey

Our goal is to provide the best services possible, and we want your input on how well we have done. Please rate your satisfaction with our services by checking the appropriate boxes. Additional comments may be provided below. Your completion and return of this survey is appreciated.

Division:

Department / Section / Cost Center:

Question	Rating	Excellent	Good	Average	Below Average	Poor	Not Applicable
<b>Proficiency / Competence of Personnel</b>							
Did we effectively communicate a good understanding of the work to be performed?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the office staff courteous, professional, constructive, and positive?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Process</b>							
Did we take an acceptable amount of time providing quotations?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the scheduling of work timely and accurate?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Meeting Expectations</b>							
Was the work completed in an acceptable timeframe?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question	Rating	Excellent	Good	Average	Below Average	Poor	Not Applicable
<b>Overall Performance</b>							
Overall, how would you rate our performance?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was there anything you especially liked?							
How can we improve?							
Please provide any other comments that you feel will help us develop methods that you think will improve the quality of the shop.							

**Thank You!** Your support and input is appreciated.

Please mail the completed survey to:

Joanne Rivas, SwRI Mechanical Fabrication Center, P.O. Drawer 28510, San Antonio, Texas 78228-0510

or email [JRivas@swri.org](mailto:JRivas@swri.org)