



UNIVERSITI MALAYA

INFRA@HIR LABORATORY CUSTOMER SURVEY FORM

Dear valued customer,

This survey is intended to assist with our efforts toward continuous improvement, particularly with respect to our role as a testing service provider. In order to tailor our services to meet your particular requirements, we encourage your honest evaluation and response. Please rate the following criteria on a 1 - 5 basis. A comment section is also included for additional input.

Reference No : _____
Date : _____
Type of Facilities : _____
Category of user : UM Researchers / UM Students / External Users

Evaluation scale	1	2	3	4	5
	Very Poor	Poor	Satisfied	Good	Excellent

Please tick (✓) in the box given.

No.	Description	1	2	3	4	5
1.	ONLINE BOOKING SYSTEM					
	a. User-friendly					
	b. Information on the facilities and downtime					
2.	FACILITES					
	a. Well-maintained					
	b. Pricing/Surcharge					
3.	STAFF					
	a. Professional					
	b. Knowledgeable					
	c. Communication					
	d. Cooperation					
4.	GENERAL					
	a. Environment (Comfort and cleanliness)					
5.	OVERALL SERVICE SATISFACTORY					
Comment:						
How do you know about INFRA@HIR Laboratory:						