Dear client, thank you for filling out this questionnaire. Kindly ask you for sending it to the email address [**itc@itczlin.cz**](mailto:itc@itczlin.cz)**.** Your answers are important and valuable control feedback for innovation of ITC services.

**Company: Name and position: Date:**

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**Evaluated services:**

Testing  Product certification  Management systems certification  Conformity assessment

Calibration  Standardization  Gaming machine certification

**For your evaluation please use a cross into the column of appropriate classification number.**

**1** = excellent **2** = very good **3** = good **4** = satisfactory **5** = unsatisfactory

**Evaluation sign of service 1 2 3 4 5**

1. **Professionalism of the staff during realization of ITC services:**

note: ……………………….……………………….……………………….………………….

1. **The speed of execution:**

note: ……………………….……………………….……………………….………………….

1. **Compliance with agreed terms:**

note: ……………………….……………………….……………………….………………….

1. **Price level of the ITC:**

note: ……………………….……………………….……………………….………………….

1. **Satisfaction with quality services:**

note: ……………………….……………………….……………………….………………….

1. **The level of customer care:**

note: ……………………….……………………….……………………….………………….

1. **Communication with the ITC‘s staff:**

note: ……………………….……………………….……………………….………………….

1. **The level of awareness of the ITC:**

note: ……………………….……………………….……………………….………………….

1. **How did you find out about ITC?**

……………………….……………………….……………………….……………………….……………………….

1. **Your suggestions and comments to improve services:**

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……………………….……………………….……………………….……………………….……………………….

1. **I recommend ITC services**  Yes  No
2. **I am interested in receiving news by email:**

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