

FBI Laboratory Customer Satisfaction Assessment

Thank you for using the services of the FBI Laboratory. In an effort to improve our services to you and your agency, please provide feedback on your experience in relation to this case. Upon completion of this survey, please return it by fax to the Quality Assurance and Training Unit at 703-632-8285.

Examiner:				_ Laboratory Number:					
						City, State:			
						_			
				Your cont	act with the Ev	idence Examiner:			
1	2	3	4	5	N/A				
Your cont	act with the Re	quest Coordinator							
1	2	3	4	5	N/A				
The timeli	ness of the con	npletion of your ex	amina	tion request:					
1	2	3	4	5	N/A				
The clarity of the FBI Laboratory report:									
1	2	3	4	5	N/A				
The overa	ll quality of ser	vice received:							
1	2	3	4	5	N/A				
	rdinator (RC ne following 2 = Fair Your cont 1 Your cont 1 The timeli 1 The clarity 1 The overa	redinator (RC): ne following for your experious 2 = Fair 3 = Good Your contact with the Evolution 1 2 The timeliness of the contact 1 2 The clarity of the FBI Later 1 2 The overall quality of serious 2	refinator (RC): ne following for your experience with the FBI 2 = Fair 3 = Good 4 = Very Good Your contact with the Evidence Examiner: 1 2 3 Your contact with the Request Coordinator: 1 2 3 The timeliness of the completion of your extension of the FBI Laboratory report: 1 2 3 The clarity of the FBI Laboratory report: 1 2 3 The overall quality of service received: 1 2 3	redinator (RC): The following for your experience with the FBI Labor. 2 = Fair 3 = Good 4 = Very Good 5 = Your contact with the Evidence Examiner: 1 2 3 4 Your contact with the Request Coordinator: 1 2 3 4 The timeliness of the completion of your examina 1 2 3 4 The clarity of the FBI Laboratory report: 1 2 3 4 The overall quality of service received: 1 2 3 4	Phone: City, State: Phone: City, State: The following for your experience with the FBI Laboratory: 2 = Fair 3 = Good 4 = Very Good 5 = Excellent Your contact with the Evidence Examiner: 1 2 3 4 5 Your contact with the Request Coordinator: 1 2 3 4 5 The timeliness of the completion of your examination request: 1 2 3 4 5 The clarity of the FBI Laboratory report: 1 2 3 4 5 The overall quality of service received:				

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