

## Customer Survey

TL-ADMIN  
Approved by: Quality Manager

Form Approved  
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As the Chief of the Tobacco Laboratory, I want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the experience you received. We want to make sure we meet your expectations. The following survey will help us better understand your needs for future collaborations.

1. Regarding your most recent experience with the Tobacco Laboratory, the laboratory understood your analytical needs and requirements.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

2. Analytical results were reported clearly and concisely in a readable format.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

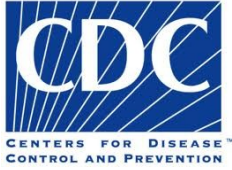
3. Laboratory analytical reports contained all the information needed to interpret results.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

4. Laboratory staff members were readily available to discuss analytical results.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

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- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

6. The laboratory handled issues promptly.

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Not applicable

7. Please provide additional comments below.

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing laboratory services in the future.

Clifford H. Watson, PhD  
Chief  
Tobacco Laboratory  
Centers for Disease Control and Prevention