Dear client, thank you for filling out this questionnaire. Kindly ask you for sending it to the email address **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?**

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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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