

**CPDRL Customer
Satisfaction Survey
2015**



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CPDRL

**CUSTOMER SATISFACTION
SURVEY**

2015

CPDRL Customer Satisfaction Survey is a tool to assist in improving the quality of service provided to its customers within the scope of the MS ISO 15189:2014. We would appreciate if you could spare some time to provide your feedback in order to serve you better.

Kindly answer the following questions relevant to you and return it to CPDRL Reception.

General questions

1. Current location of practice:
 - a. Faculty of Medicine, UiTM:
 - i. Sg. Buloh Campus
 - Ward/Clinic: _____
 - ii. Selayang Campus
 - Ward/Clinic: _____
 - b. Others:
 - i. District Clinics (Klinik Kesihatan):
 - Clinic: _____
 - ii. Government Hospitals:
 - Hospital _____
 - iii. Private Centres (Hospitals/ Clinics):
 - Centre: _____

2. How would you rate your level of satisfaction with CPDRL's customer service?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied
3. How would you rate your interactions with CPDRL's laboratory staff?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied
4. How would you rate the overall quality of your relationship with CPDRL?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor

