



**BANGLADESH REFERENCE INSTITUTE  
FOR CHEMICAL MEASUREMENTS**

Dr. Qudrat-e-Khuda Road, Dhanmondi, Dhaka-1205  
02-44612451, 01308030003, sds@bricm.gov.bd; www.bricm.gov.bd

**Division/Section:**  
Service Delivery  
Section (SDS)

## Customer Feedback Form

<b>Organization/Company</b>	
<b>Name</b>	
<b>Designation &amp; Department</b>	
<b>Address</b>	
<b>Business Phone/ Fax / Mobile</b>	
<b>Email ID</b>	

S/N	Characteristics	Rating				
		Poor	Satisfactory	Good	Very Good	Excellent
1	Response to your queries/enquiries					
2	Quality of our product & service					
3	Timely delivered after your placement of work order					
4	Content/Appearance of our product/report/ certificate					
5	Our product & service delivery procedures, competence of our staff					
6	Complete and correct dispatch of documentation like report/certificate/bills etc.					
7	Conditions of product/item/instruments when they reach to you (cleaning/packing of goods/items/instruments)					
8	How do you rate BRiCM products & services in comparison with other similar product or service providers whose services you may have experienced for similar products/services					
9	Your overall satisfaction level while dealing with us					

**Please send your detailed input for below additional points.**

Cost of Product/Service:  High  At per  Less

The extent to which the scope of our technical facility meets your overall parameters:

100%  80-100%  50-80%  30-50%  Less than 30%



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Besides our Institution, do you avail the service of any similar institution?  Yes  No

If yes, please let us know the reason you avail of this service and which Institution, to enable us to benchmark well?

**Any additional Suggestions for Improvement:**

Signature: .....

Date: .....