



Customer Feedback Survey

Thank you for taking the time to provide **ARDL, Inc.** with feedback about your recent experience with our firm. Please indicate the response that best describes your assessment and perception of ARDL's performance and service. It will help us in evaluating and further improving the quality of our services to you.

The work ARDL performed for you for which you are commenting on was:

Project Name / Report #: _____ Analytical or ___ Field Services

	Performance Parameters	Excellent	Very Good	Good	Fair	Poor	N/A
1	Responsiveness of ARDL staff to your inquires and correspondence:						
2	Explanation of costs or special requirements necessary to perform your work:						
3	Attentiveness of ARDL staff to your needs:						
4	Timeliness of work completion compared to estimate given at onset:						
5	Data presentation and interpretation:						
6	Completeness of final report:						
7	Access to and responsiveness of senior management to address your issues, concerns and technical questions:						
8	Overall satisfaction with the quality of service at ARDL, Inc.:						

Please provide any additional comments, commendations or suggestions that you may have concerning our services: _____

Name: _____ Company: _____
(Optional)

Please print, complete and fax to (618) 244-1149 or email to techserv@ardlinc.com