

Feedback on Proficiency Test (PT)

<i>EP-Number</i>	<i>DLA</i>
<i>Kind of feedback*</i>	Rating: <input type="checkbox"/> ; Comment: <input type="checkbox"/> ; Question: <input type="checkbox"/> or Complaint: <input type="checkbox"/>
<i>Reason for feedback</i>	
<i>Contact details</i>	Customer No.: Participant No.: Contact person: anonymus: <input type="checkbox"/>

* Any question, complaint and any objection of a participant is carefully examined by DLA and answered in written form.

Customer survey	Rating (from 1 = excellent to 5 = inadequate)	Comments
Sample shipment	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Scope of parameters	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Sample matrix	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Sample amount	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Homogeneity	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Participant's portal	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Evaluation of results	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
PT-Report	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Processing time	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Expert advice by DLA	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Availability of staff	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Friendliness	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Website	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Price/performance ratio	1 <input type="checkbox"/> ; 2 <input type="checkbox"/> ; 3 <input type="checkbox"/> ; 4 <input type="checkbox"/> ; 5 <input type="checkbox"/>	
Suggestions for improvements and parameters		

Please fill out the form and send it via e-mail to pt@dla-lvu.de or via fax to ++49-(0)4102-99449