

To our customers

**SUBJECT: QUESTIONNAIRE ABOUT QUALITY**

Dear customer,

Biochemical Systems International S.r.l. is oriented to offer “quality” products and services to our customers.

Our firm effort is applied to improve ourselves in order **to satisfy completely our customers.**

Our policy is to achieve this scope pursuing two fundamental principles:

- \* Product Quality
- \* Customer care

In order to help us to understand better your needs, please kindly fill our attached questionnaire and send it back to us via mail, fax or email. In this way we will be able to offer you a better service.

Thank you in advance for your collaboration.

President  
Dr. O. Giusti

# QUESTIONNAIRE ABOUT QUALITY

**KIND OF PRODUCT YOU HAVE PURCHASED:**

**KIT FOR HUMAN DIAGNOSTIC:**

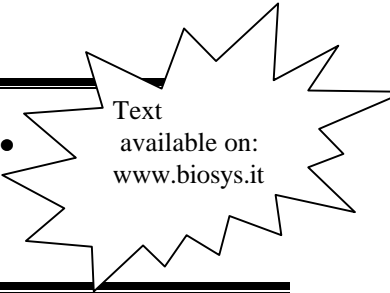
**HM CODE •**

**LINEA RM •**

**KIT FOR VETERINARY DIAGNOSTIC:**

**REACTIVE STRIPS FOR GLUCOSE:**

**INSTRUMENTS: Specify which: .....**



Text  
available on:  
[www.biosys.it](http://www.biosys.it)

1. Which is your opinion about product use?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

Please specify if you had any kind of problem in product use:

ARTICLE: ..... CODE: .....

LOT or S/N: ..... EXPIRY DATE: .....

.....  
.....

2. What do you think about the product respect to what you were expecting? (Please specify the reason)

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

.....  
.....

3. What do you think about our products respect to the similar ones available on the market?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

Please specify how they could be improved:

.....  
.....

4. Which is your evaluation about the information present in our explanatory sheet/ user manual/ service manual?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

Please specify how they could be improved:

.....  
.....  
.....

PLEASE SEND TO : BIOCHEMICAL SYSTEMS INTERNATIONAL

via G. FERRARIS, 220 – 52100 AREZZO – ITALY

Tel. 0039 0575 984164 Fax: 0039 0575 984238 e-mail: [biosys@biosys.it](mailto:biosys@biosys.it)

5. Has the product you have received been damaged during the transport?

YES (0) NO (3)

6. Has the product you have received been kept at the right temperature during the transport?

YES (3) NO (0) N.A.

7. Which is your evaluation about the delivery time for the products?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

8. Which is your evaluation about the technical assistance by our firm?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

9. Which is your evaluation about the commercial assistance by our firm?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

10. Do you have any complaint or observation?

YES (0) NO (3)

If YES, please specify:

.....  
.....

11. Which is your evaluation about the quality of our products in relation to the price?

NOT SUFFICIENT (0) SUFFICIENT (1) GOOD (2) VERY GOOD (3)

12. Do you have any suggestions to improve our products and/or our services?

.....  
.....  
.....

DATE .....

SIGNATURE AND STAMP.....

PLEASE SEND TO : BIOCHEMICAL SYSTEMS INTERNATIONAL

via G. FERRARIS, 220 – 52100 AREZZO – ITALY

Tel. 0039 0575 984164 Fax: 0039 0575 984238 e-mail: biosys@biosys.it