

**DIRECT PUSH ANALYTICAL CORP.**

**4N969 Old LaFox Rd. Unit E**

**St. Charles, IL 60175**

**Phone (630) 377-7766**

**Nancee@DirectPushOnLine.com**

Thanks for choosing Direct Push Analytical Corp. to assist with your recent project needs at \_\_\_\_\_ . Please take time to complete this questionnaire which is an integral part of our commitment to Continuous Improvement. Your input is valued and as a result of your returning this questionnaire (via email or mail), your name will be entered in our quarterly drawing for \$100.00. This survey is given to both the client representative in the field, as well as the person to whom the invoice is sent, since each person may have different insight. Comments will remain confidential to others if you request in the space provided.

**Name of person completing survey (required for drawing):** \_\_\_\_\_

**Do you want your comments to remain confidential?**     Yes     No

*Please rate the following*

**The level of responsiveness (ie. telephone service/initial contact/ability to meet scheduling needs)**

1 2 3 4 5 6 7 8 9 10  
Poor Average Good/Excellent

**Comments or suggestions for improvement:** \_\_\_\_\_

**The level of knowledge of the Direct Push Analytical representative**

1 2 3 4 5 6 7 8 9 10  
Poor Average Good/Excellent

How did the level of knowledge help or hinder the project? \_\_\_\_\_

**The overall quality of service of Direct Push Analytical**

1 2 3 4 5 6 7 8 9 10  
Poor Average Good/Excellent

**Comments or suggestions for improvement:** \_\_\_\_\_

**Direct Push Analytical in terms of value for money**

1 2 3 4 5 6 7 8 9 10  
Poor Average Good/Excellent

**Comments or suggestions for improvement:** \_\_\_\_\_

**The appearance of the Direct Push Analytical representative**

1 2 3 4 5 6 7 8 9 10  
Poor Average Good/Excellent

**Comments or suggestions for improvement:** \_\_\_\_\_

**The appearance of the tooling and or equipment**

1 2 3 4 5 6 7 8 9 10

Poor Average Good/Excellent

Comments or suggestions for improvement: \_\_\_\_\_

**Was the Direct Push Analytical representative on time? \_\_\_\_\_Yes \_\_\_\_\_No**

**Was the Direct Push Analytical representative friendly and accommodating? \_\_Yes\_\_No**

**Was the Direct Push Analytical representative professional? \_\_\_\_\_Yes \_\_\_\_\_No**

**Did the Direct Push Analytical representative leave the site in as good or better condition than when found? \_\_\_\_\_Yes \_\_\_\_\_No**

**What did you like most about our service?**

**What did you like least about our service?**

**Do you have any other suggestions for improving our service?**

**Would you mind writing a testimonial about our company, our level of service and/or our level of professionalism? (For later use in promotional material – include herein or attach separate sheet)**

**How strongly would you recommend Direct Push Analytical to other people?**

1 2 3 4 5 6 7 8 9 10

Would Not Maybe Definitely

If rating is below 7, please explain why.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Lastly, please provide any referrals at this time (attach a sheet hereto if needed) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Thanks again for your time in completing this survey, your input is valued. Should you have any questions, or additional comments, which you would rather discuss, please contact me at (630) 377-7766.

Sincerely,

Bryan Kinzer  
President

*Visit Us @ [www.directpushonline.com](http://www.directpushonline.com)*