

The Customer Quality Service Survey

This is the draft prepared to gather the customer (applicant) satisfaction level and quality performance of the provided services.

The survey has 15 questions, trying to keep it as short as possible. It will be developed in a digital form once we have the final version gathering all your feedback.

Some of the answers will be based on the 5-point scale that will be given in order to select one option. Refer to the second page for clarification. For example, questions 5, 6, 7, 8, 11 and 12.

EXPECTATIONS

1. What was your most important priority when accessing Bionanopolys services?
2. Why did you choose Bionanopolys?
3. How did the Bionanopolys service portfolio fulfil your requirements?
4. Which Bionanopolys services did you use? (*drop-down menu, possibility of selecting a few options*)

USER EXPERIENCE

Application	<ol style="list-style-type: none"> 5. How easy was it to fill in the online application form? (1-5) 6. Do you consider the time spent on the application process to be acceptable? 7. Did you find enough support (documents, guidelines, webinars, email) regarding the application process?
Implementation	<ol style="list-style-type: none"> 8. How satisfied are you with: <ol style="list-style-type: none"> a. the quality of solving your issue? b. the quality of our facilities? c. the interaction with the Bionanopolys team? d. the communication tools? e. overall time, from requesting access to the OITB services until the delivery?
Delivery	<ol style="list-style-type: none"> 9. How did Bionanopolys effectively support developing your idea? 10. Did our team solve your inquiry promptly? 11. How likely are you to recommend Bionanopolys services?

LONGEVITY - OPEN QUESTIONS

12. How likely are you to come back to Bionanopolys OITB? Could you estimate if this will be within the next 12 months?
13. Do you have any recommendations to improve the Bionanopolys services experience? (additional services in our portfolio, application process, implementation, communication)
14. How can Bionanopolys better support your business's/your goals in the future?
15. Do you have any additional comments or constructive feedback for us?

Add a Click box to confirm: Bionanopolys team can contact me to follow up on these responses

Add "THANK YOU FOR YOUR FEEDBACK. WE ARE WORKING ON OFFERING YOU A BETTER SERVICE"

DIRECTIONS: This survey asks you about how well a business serves customers. Show your opinion by selecting one of the five (5) numbers next to each statement.

1	2	3	4	5
Not what I expected	Less than I expected	What I expected	Better than expected	Much better than expected
Poor	Fair	Average	Good	Excellent
Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied
Absolutely not	Could be	Yes	Positively	Certainly yes

5-point scales

Satisfaction	Likelihood	Level of concern
1. Very dissatisfied 2. Dissatisfied 3. Neither dissatisfied or satisfied 4. Satisfied 5. Very satisfied	1. Very unlikely 2. Unlikely 3. Neutral 4. Likely 5. Very likely	1. Very unconcerned 2. Unconcerned 3. Neutral 4. Concerned 5. Very concerned

Agreement	Frequency	Awareness
1. Strongly disagree 2. Disagree 3. Neither agree or disagree 4. Agree 5. Strongly agree	1. Never 2. Rarely 3. Sometimes 4. Often 5. Always	1. Very unaware 2. Unaware 3. Neither aware or unaware 4. aware 5. Very aware

Familiarity	Quality	Importance
1. Very unfamiliar 2. Unfamiliar 3. Somewhat familiar 4. Familiar 5. Very familiar	1. Very poor 2. Poor 3. Acceptable 4. Good 5. Very good	1. Very unimportant 2. Unimportant 3. Neutral 4. Important 5. Very important