



Customer Feedback Form

Wasl Al Shoumoukh Company is a specialized provider of Calibration, Inspection, and Repair services, committed to excellence through internationally recognized standards such as ISO 9001 and ISO/IEC 17025. We aim to establish strong, reliable partnerships with qualified suppliers who support our mission of delivering precise and dependable technical services. We highly value your feedback

Client Information

Company Name			
Address			
Contact Person	Email ID		
Mobile Number	Tel. Number		
Service Received	☐ Calibration	☐ Inspection	☐ Repair
	☐ Other		
Report / Invoice Ref.			

Feedback Criteria (1 = Poor & 5 = Excellent)

Area	Rating					Remarks
Timeliness of Pickup & delivery	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	
Communication & Responsiveness	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	
Report Accuracy	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	
Staff Courtesy & Professionalism	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	
Overall Satisfaction	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	

Suggestions / Complaints / Observations

Customer Confirmation

Name	Designation	Signature	Date

Note: This feedback will be used for continual improvement as per ISO 9001:2015 Clause 9.1.2 and ISO/IEC 17025:2017 Clause 8.6. Client responses remain confidential.