

Customer Satisfaction Survey

Survey Number: _____

At Co-Diagnostics, Inc. we are constantly searching for ways to improve our product line and services. Your feedback is an important part of this process. Please complete the Customer Satisfaction Survey and let us know how we are doing.

Name:	Date:
Company:	Title:

1. Are you an end-user, manufacturer, or a distributor?
 - A. End-user
 - B. Distributor
 - C. Manufacturer
 - D. Other
2. How long have you been doing business with Co-Diagnostics?
 - A. less than 1 year
 - B. 1-2 years
 - C. 2-5 years
 - D. more than 5 years
3. Overall company satisfaction rating:
 - A. Great
 - B. Good
 - C. Fair
 - D. Poor

Comments:

4. Overall satisfaction with our product line:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

5. Real-time PCR Assays (product satisfaction):

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

6. High Resolution Melt Assays (product satisfaction):

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

7. Extraction Kits (product satisfaction):

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

8. Product Quality:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

9. Product delivered to regulatory requirements:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

10. Product Safety:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

11. Product pricing:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

12. Product Packaging:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

13. Shipping/fulfillment:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

14. Customer Service:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

15. Accounting/billing:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

16. How do you rate our Web site:

- A. Great
- B. Good
- C. Fair
- D. Poor

Comments:

17. What products would you like to see added to our line?

18. What other devices do you carry or use that detect nucleic acids (DNA or RNA)?

19. Do you use any extraction or purification devices? Yes or No If yes, what kind?

20. Co-Diagnostics is a leader in developing new products

- A. Very true
- B. Accurate
- C. Not True
- D. Strongly Disagree

Comments:

21. Rank the order of importance (1 being most important):

- ___ Customer service
- ___ Product quality
- ___ Shipping
- ___ Price
- ___ Innovation

22. Co-Diagnostics is prompt at dealing with customer complaints.

- A. Very true
- B. Accurate
- C. Not True
- D. Strongly Disagree

Comments:

23. Co-Diagnostics employees are well trained

- A. Very true
- B. Accurate
- C. Not True
- D. Strongly Disagree

Comments:

24. Co-Diagnostics listens to its customers.

- A. Very true
- B. Accurate
- C. Not True
- D. Strongly Disagree

Comments:

Thank you for participating in this survey!

Please submit completed form plus any additional documentation to Co-Diagnostics using one of the following methods:

Mail: Co-Diagnostics, Inc.
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Bountiful, Utah 84010 USA

Email: info@codiagnostics.com