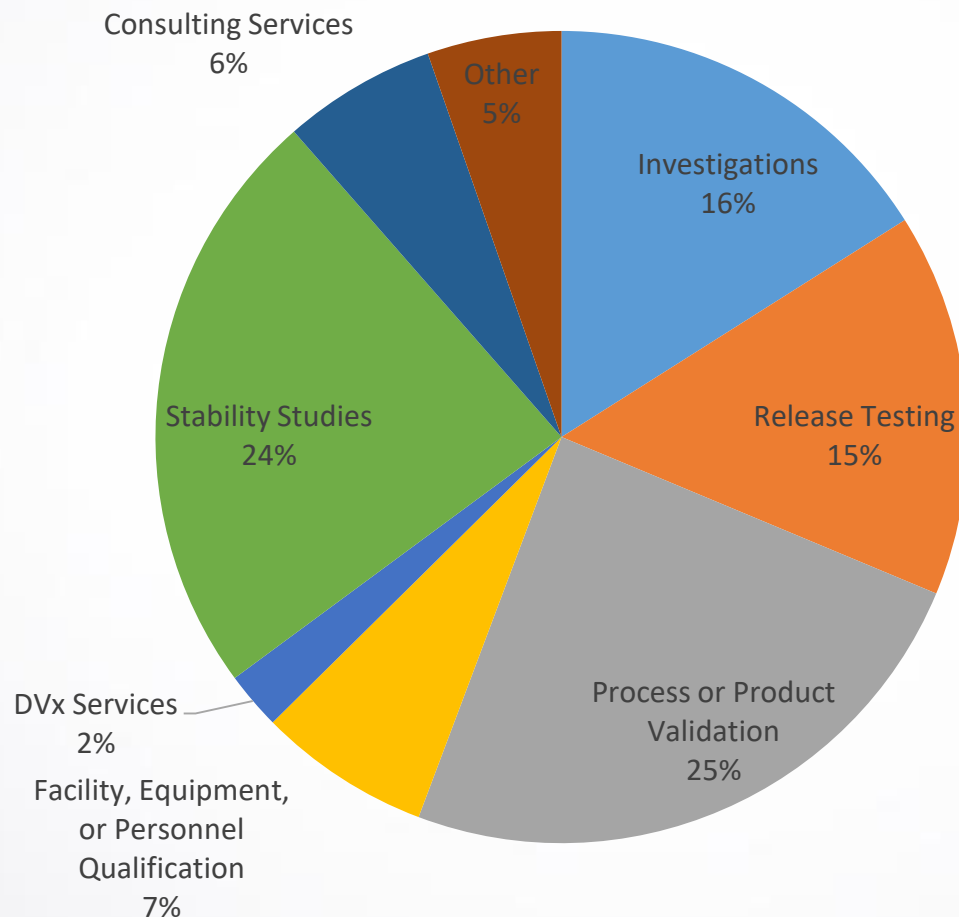




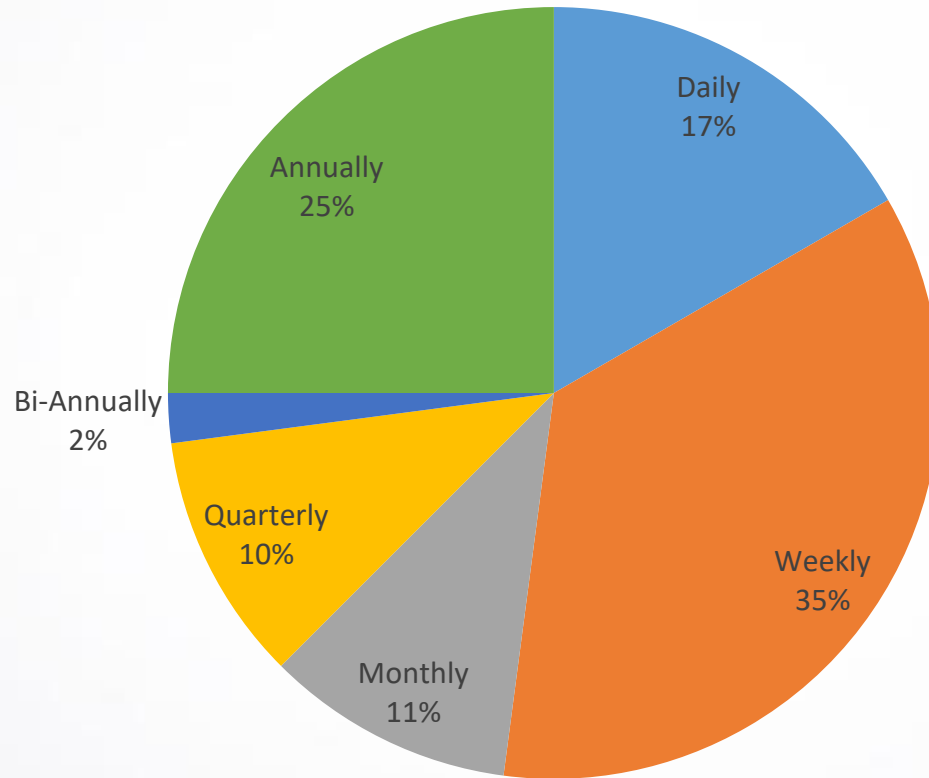
DYNALABS Customer Satisfaction Survey Results 2018

Focusing on Patient Safety, Affordable
Healthcare, and Business Success

Service(s) Requested: (Check all that apply)



Frequency of Submissions:

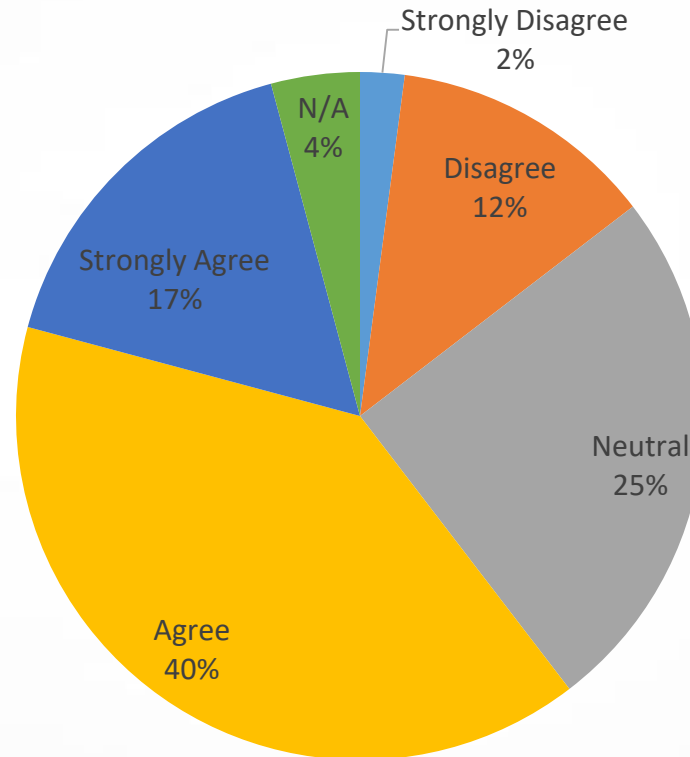


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Do you feel DYNALABS' pricing is competitive?

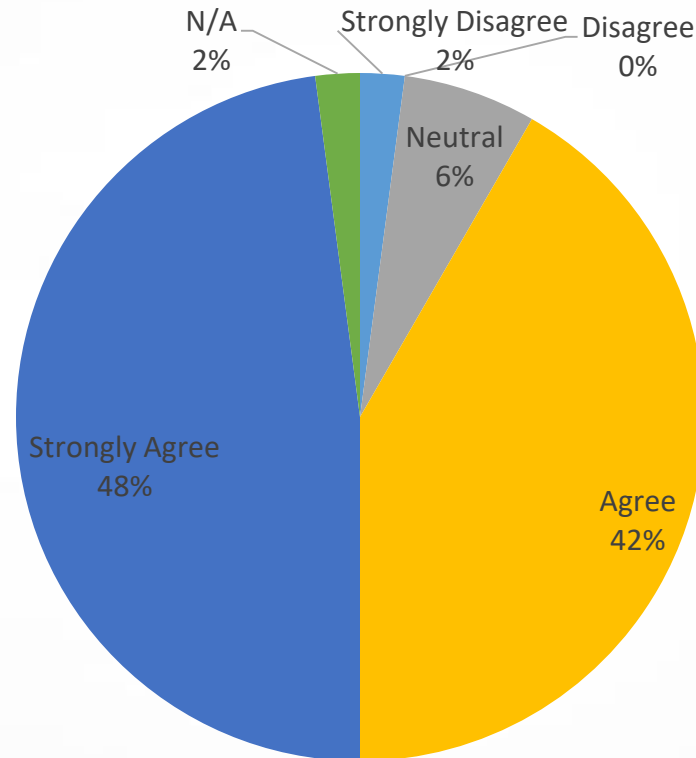


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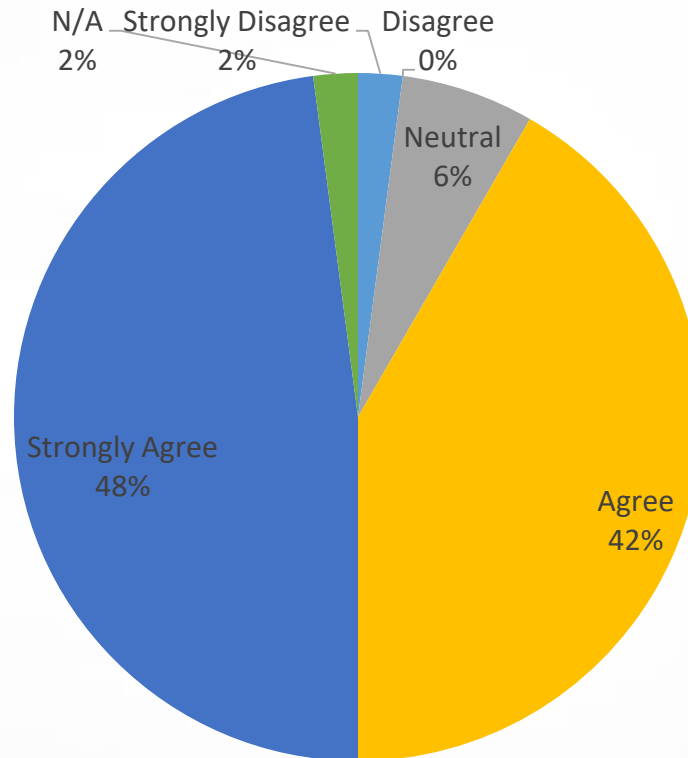
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Do our services meet your expectations?



Do our services meet your needs?

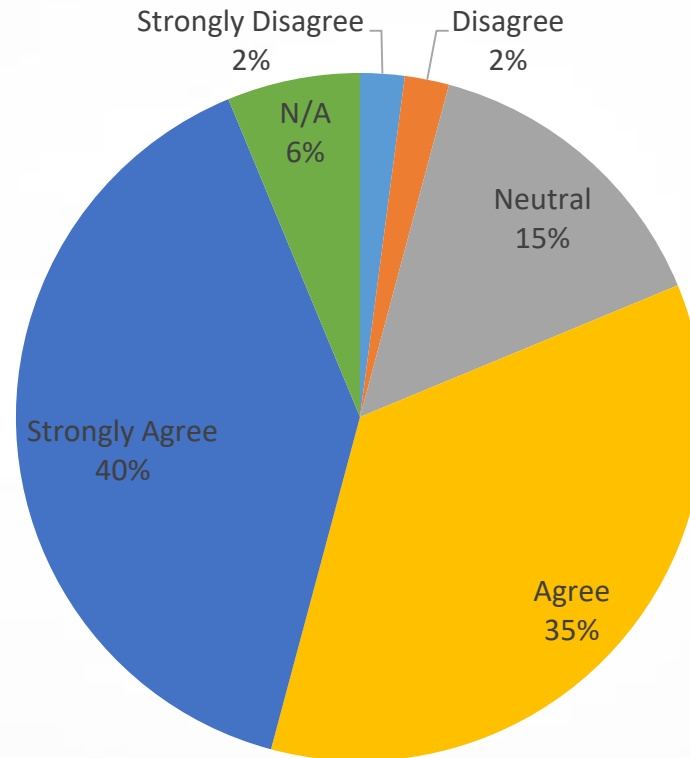


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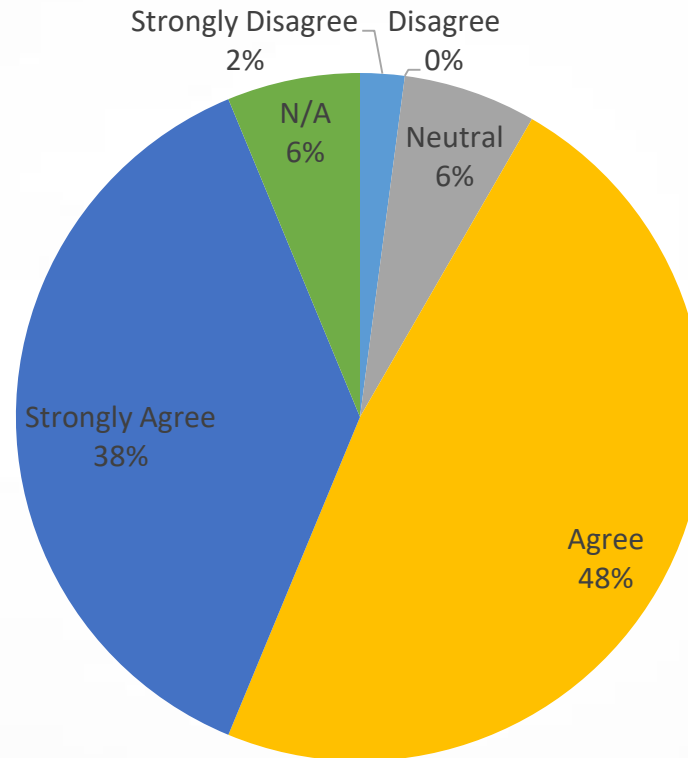
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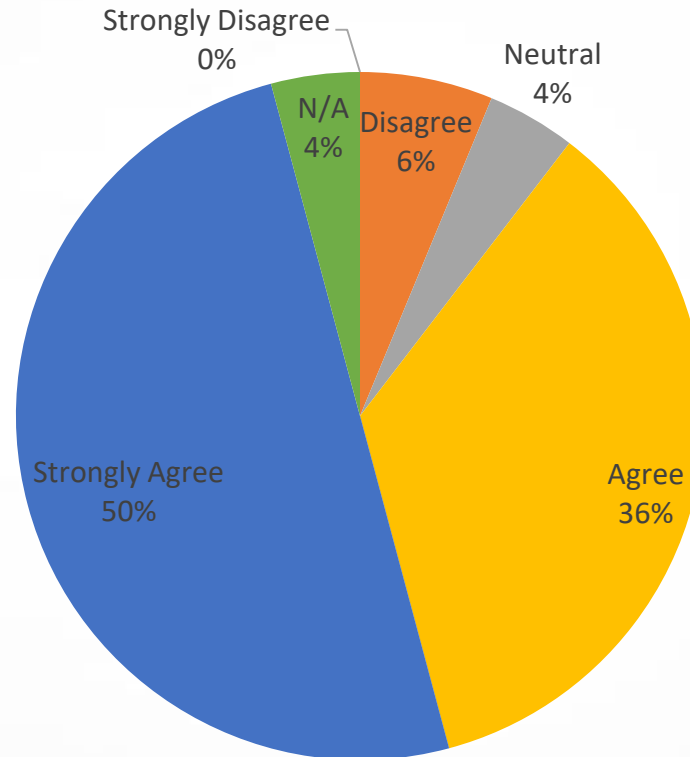
Do you feel you receive results in a timely manner?



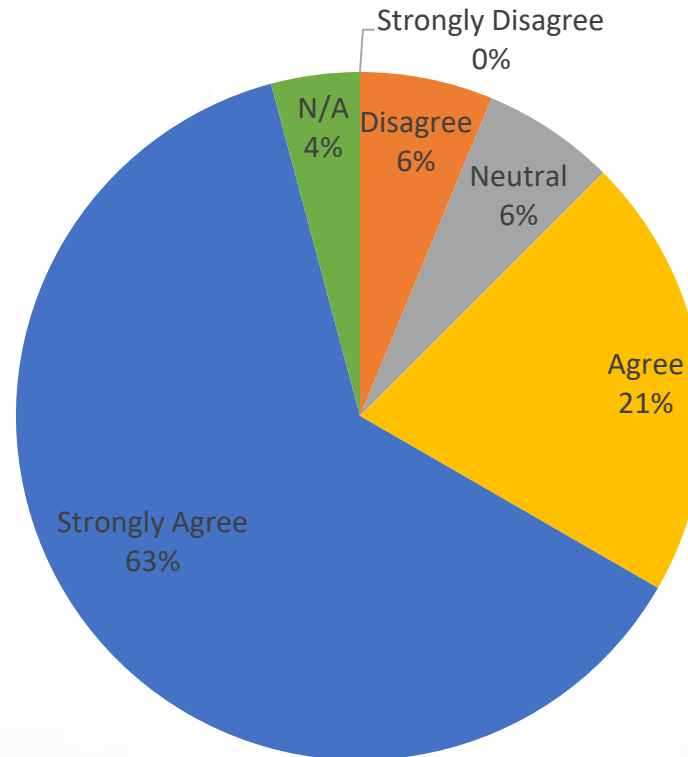
Do you feel the results you receive are accurate?



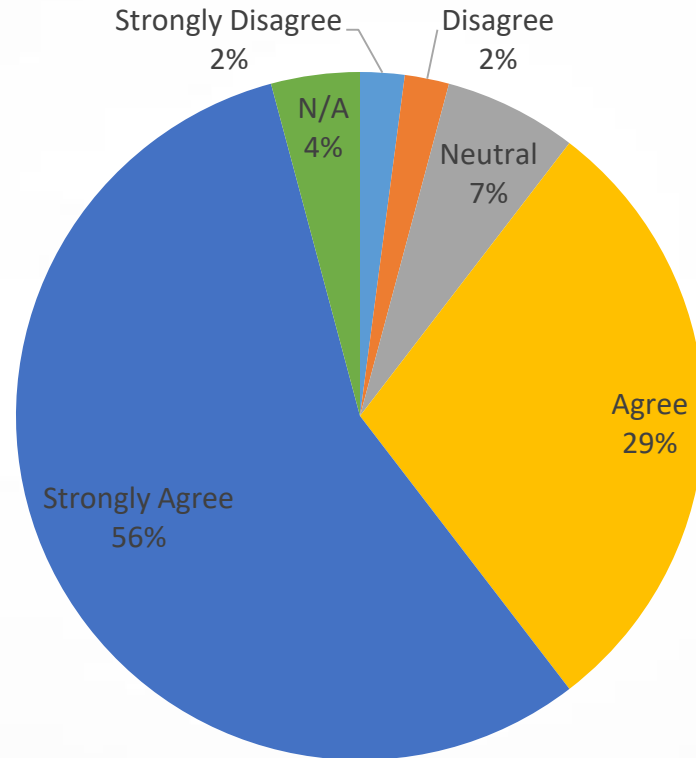
Do you feel you are receiving high quality services?



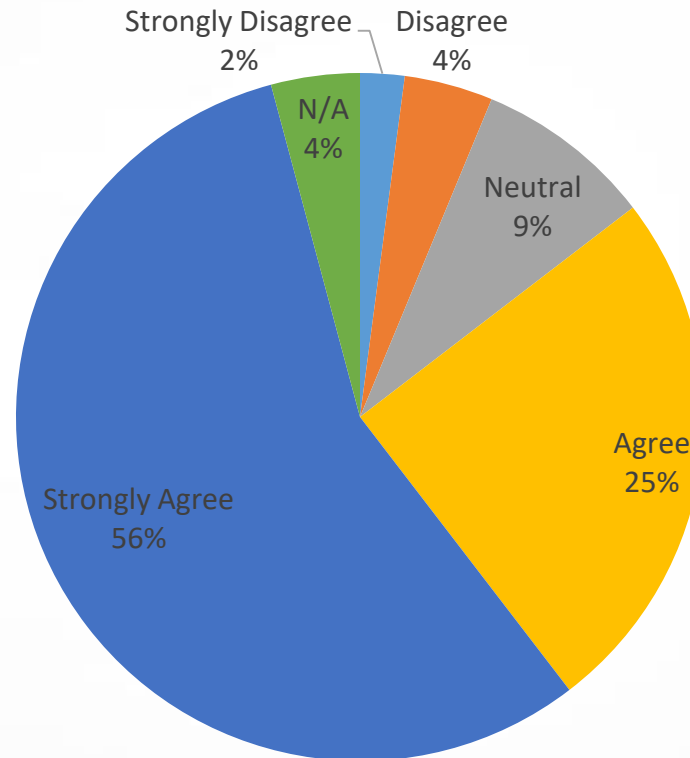
Were our service representatives courteous, knowledgeable, and helpful?



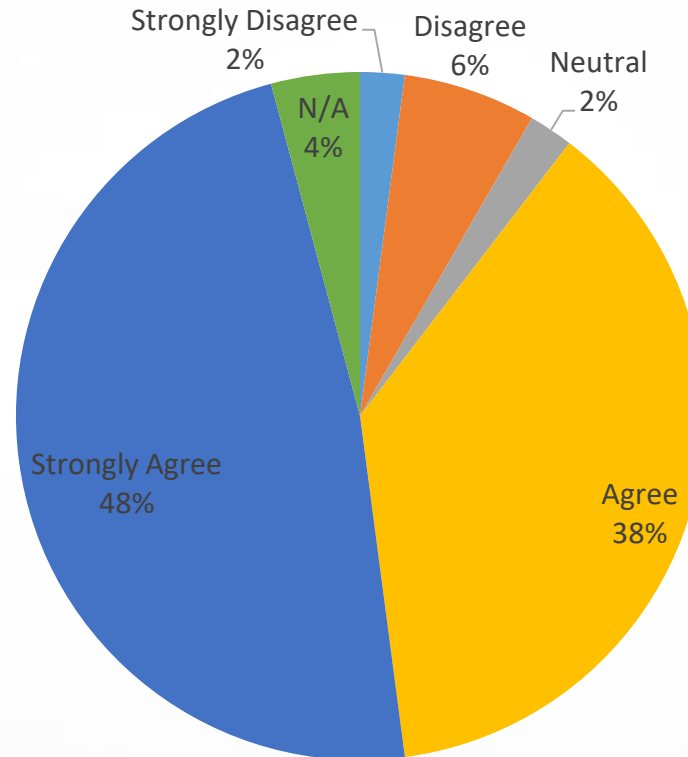
Did you feel service representatives acted in your best interests?



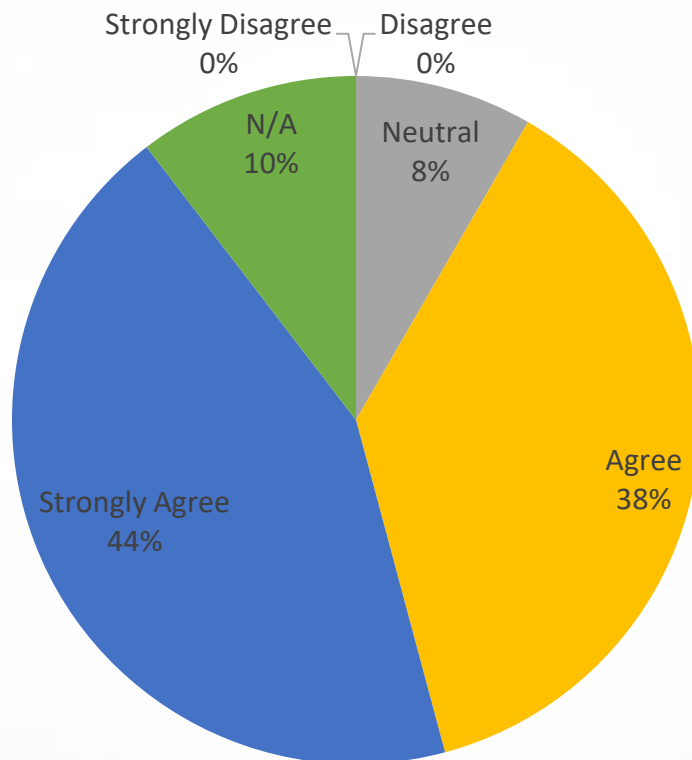
Were your inquiries addressed in a timely manner?



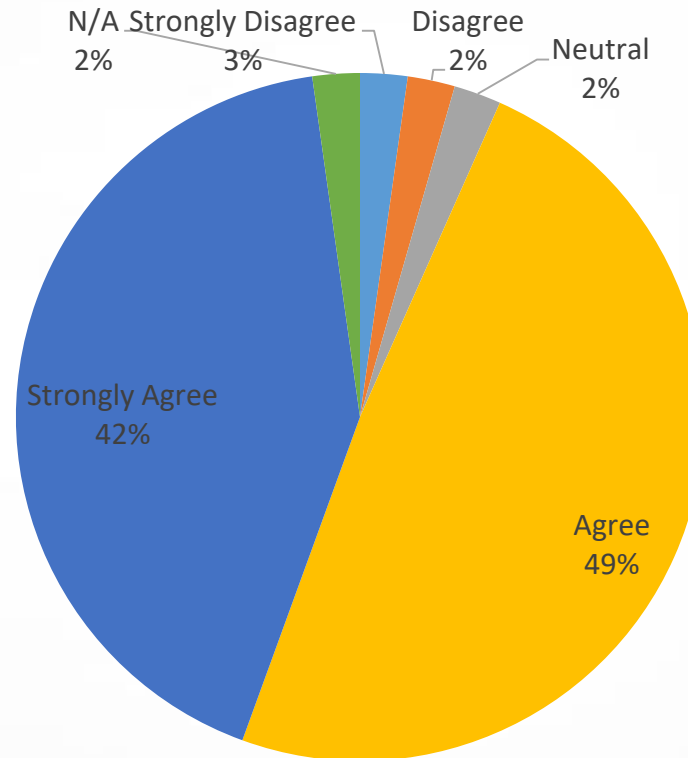
Were problems resolved to your complete satisfaction?



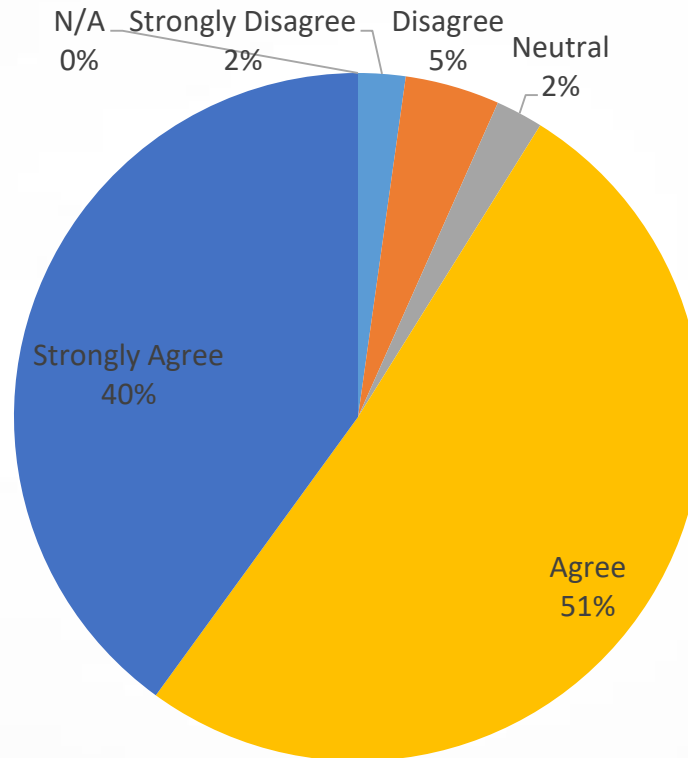
Were the billing/payment terms clear, accurate, and acceptable?



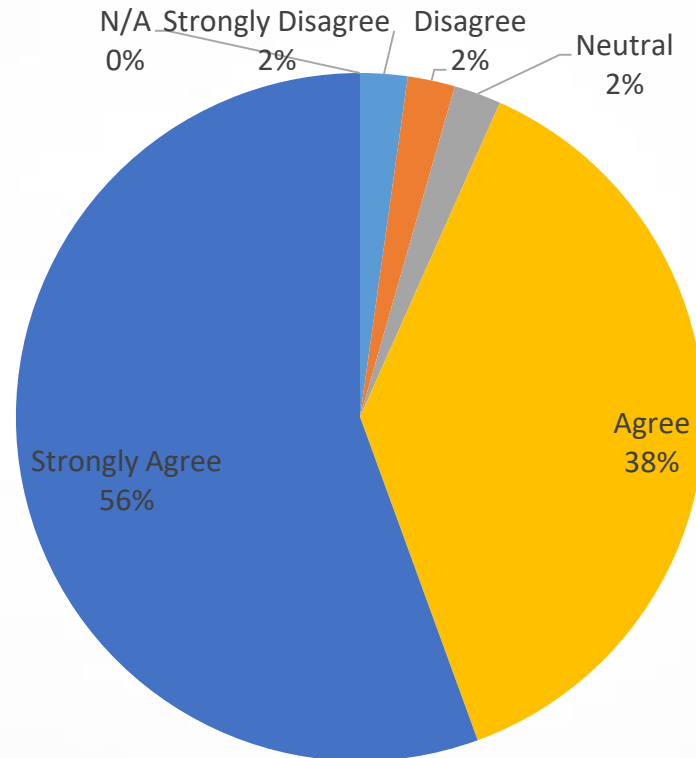
Do you feel our website is user-friendly and easy to navigate?



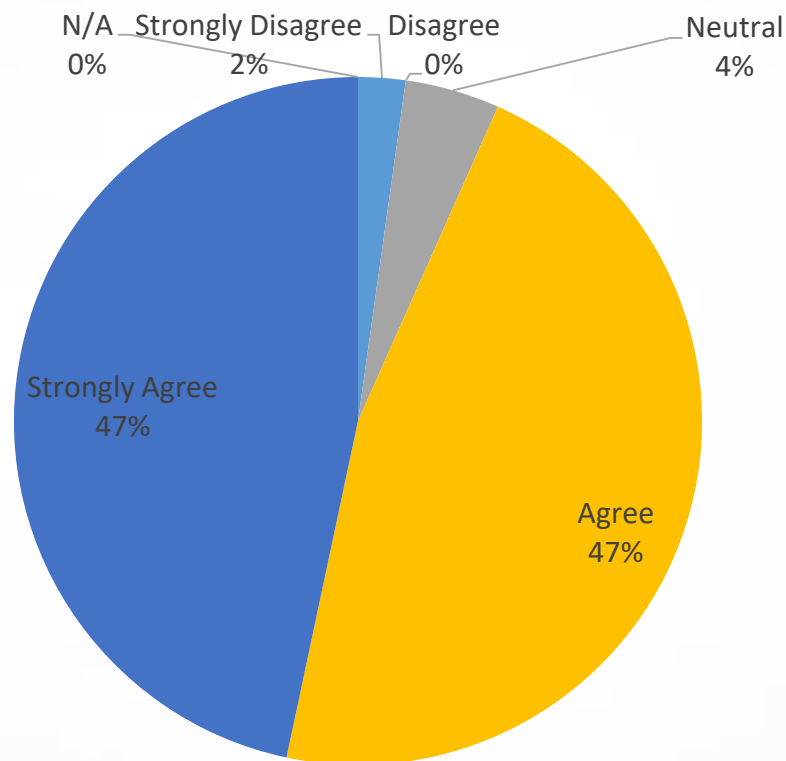
Overall, were you satisfied with the amount of communication received?



Overall, are you satisfied with the services offered?



Overall, are you satisfied with DYNALABS' performance?

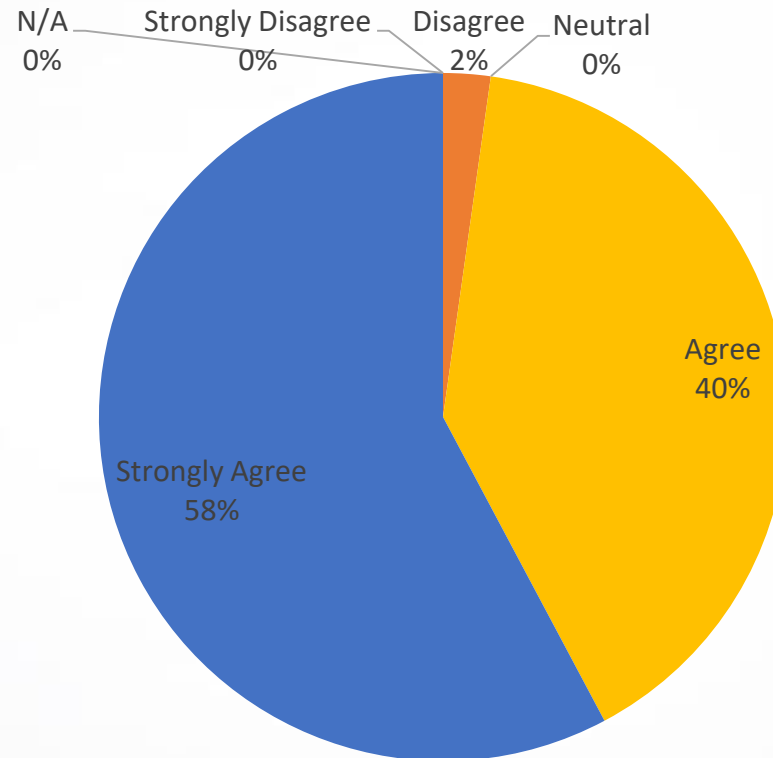


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Are you likely to do business with DYNALABS again?



Are you likely to recommend DYNALABS to your colleagues?

