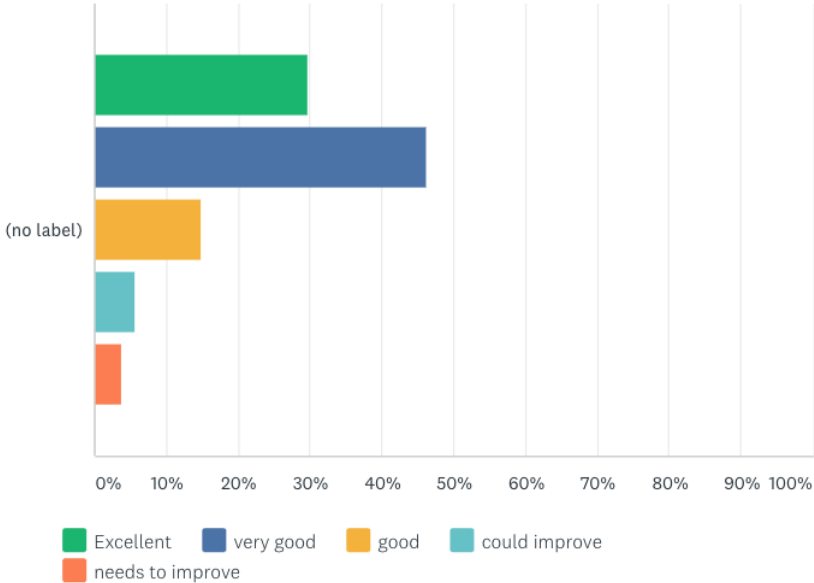


How satisfied are you with the GMG service you are using?

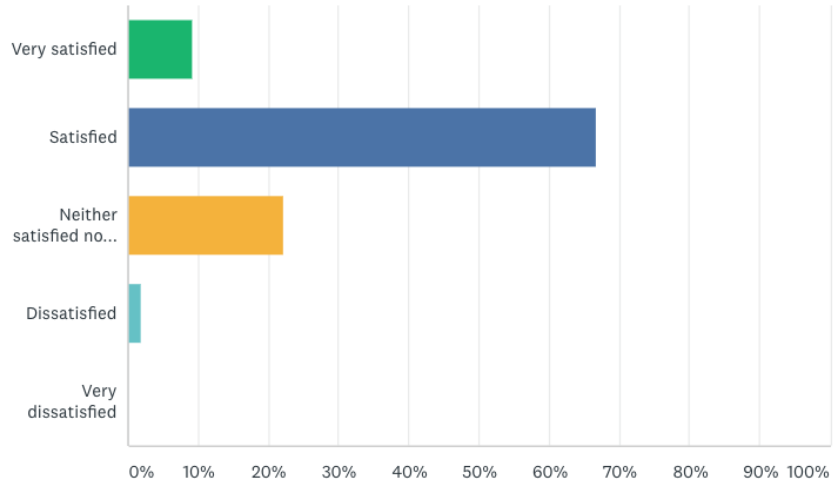
Answered: 54 Skipped: 0



	EXCELLENT	VERY GOOD	GOOD	COULD IMPROVE	NEEDS TO IMPROVE	TOTAL	WEIGHTED AVERAGE
(no label)	29.63% 16	46.30% 25	14.81% 8	5.56% 3	3.70% 2	54	2.07

Our prices are competitive but are you happy with these prices?

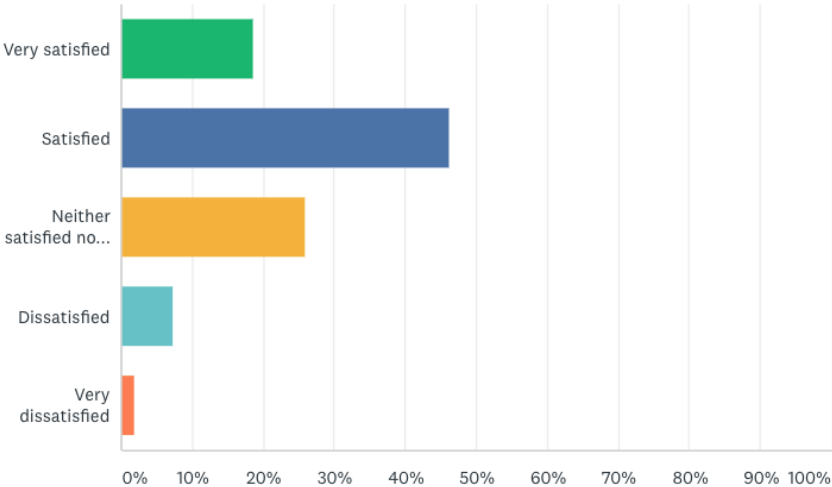
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very satisfied	9.26% 5
▼ Satisfied	66.67% 36
▼ Neither satisfied nor dissatisfied	22.22% 12
▼ Dissatisfied	1.85% 1
▼ Very dissatisfied	0.00% 0
TOTAL	54

Are you happy with the billing and invoices?

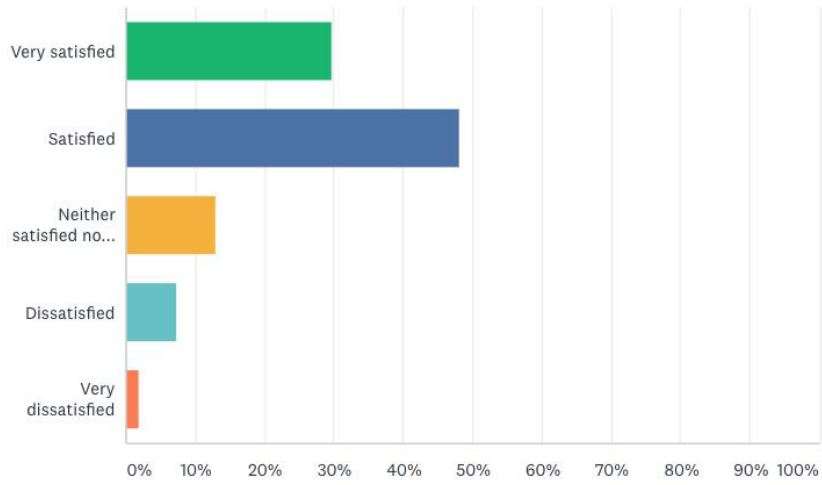
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
Very satisfied	18.52% 10
Satisfied	46.30% 25
Neither satisfied nor dissatisfied	25.93% 14
Dissatisfied	7.41% 4
Very dissatisfied	1.85% 1
TOTAL	54

How do you rate our communication with you?

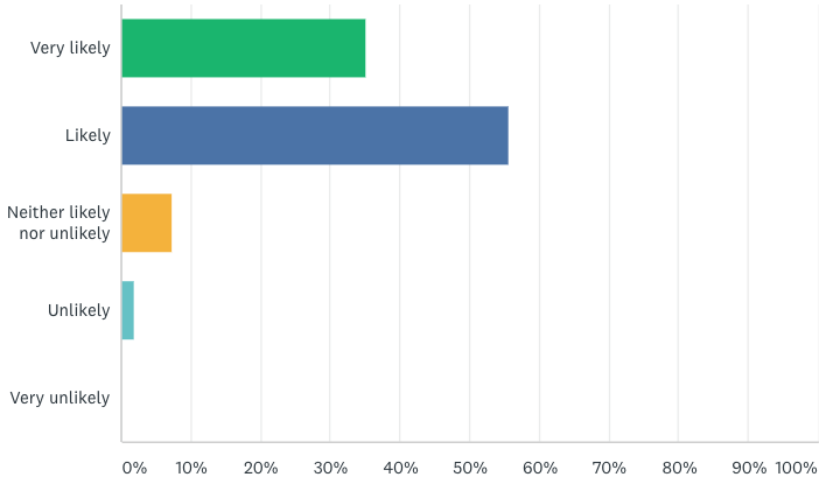
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very satisfied	29.63% 16
▼ Satisfied	48.15% 26
▼ Neither satisfied nor dissatisfied	12.96% 7
▼ Dissatisfied	7.41% 4
▼ Very dissatisfied	1.85% 1
TOTAL	54

How likely are you to recommend our service?

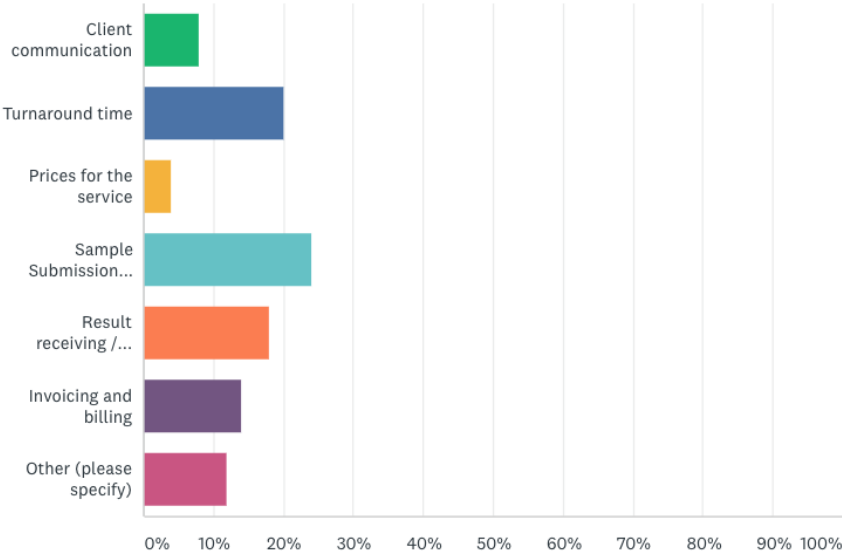
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very likely	35.19% 19
▼ Likely	55.56% 30
▼ Neither likely nor unlikely	7.41% 4
▼ Unlikely	1.85% 1
▼ Very unlikely	0.00% 0
TOTAL	54

What is the one thing that you think we could improve most urgently?

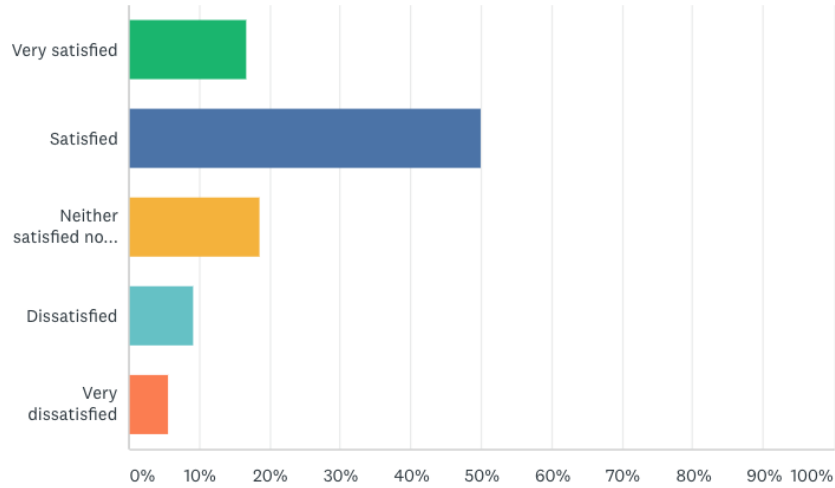
Answered: 50 Skipped: 4



ANSWER CHOICES	RESPONSES
▼ Client communication	8.00% 4
▼ Turnaround time	20.00% 10
▼ Prices for the service	4.00% 2
▼ Sample Submission Process	24.00% 12
▼ Result receiving / quality of results	18.00% 9
▼ Invoicing and billing	14.00% 7
▼ Other (please specify) Responses	12.00% 6
TOTAL	50

Are you happy with the sample submission process (our online submission portal if you use it)?

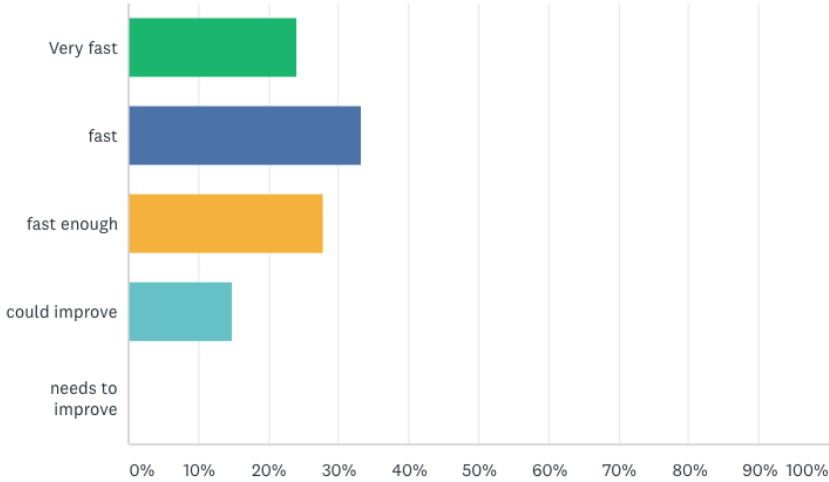
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very satisfied	16.67% 9
▼ Satisfied	50.00% 27
▼ Neither satisfied nor dissatisfied	18.52% 10
▼ Dissatisfied	9.26% 5
▼ Very dissatisfied	5.56% 3
TOTAL	54

Are you happy with the turnaround time for this service?

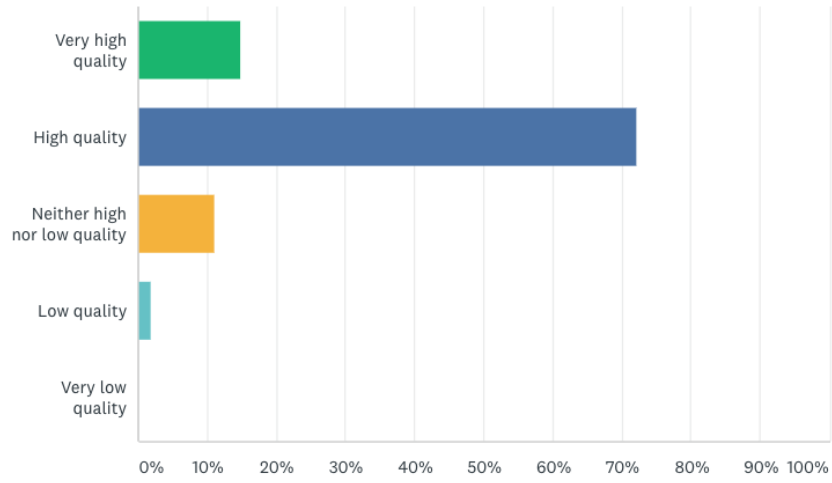
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very fast	24.07% 13
▼ fast	33.33% 18
▼ fast enough	27.78% 15
▼ could improve	14.81% 8
▼ needs to improve	0.00% 0
TOTAL	54

How satisfied are you with the results you receive?

Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES
Very high quality	14.81% 8
High quality	72.22% 39
Neither high nor low quality	11.11% 6
Low quality	1.85% 1
Very low quality	0.00% 0
TOTAL	54