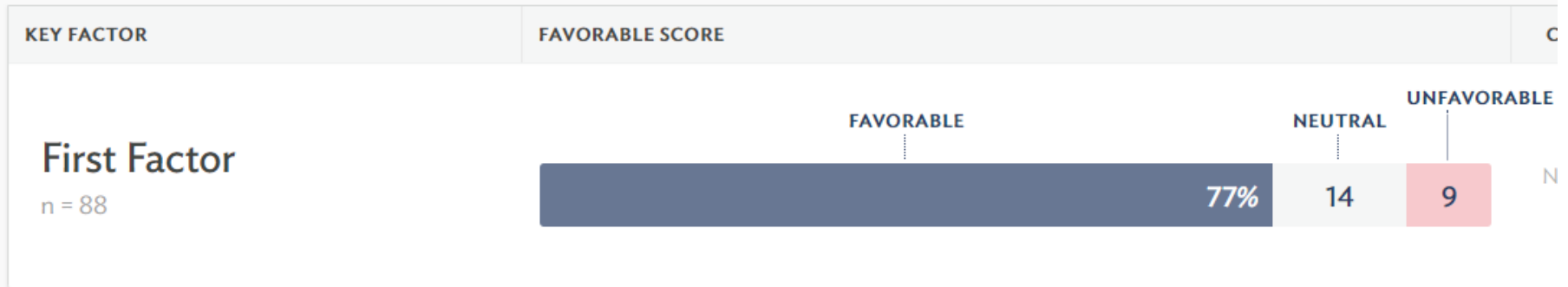




# GMG satisfaction scales



## Questions

FOCUS	IMPACT	QUESTION		FAVORABLE SCORE	TREND	
	N/A	How satisfied are you with the Sequencing Service?	3		-	

KEY FACTOR

FAVORABLE SCORE

## General Questions

n = 82



## Questions

FOCUS	IMPACT ▼	QUESTION		FAVORABLE SCORE	TREND
	N/A	Are you likely to recommend our services?	1	 70	-
	N/A	How satisfied are you with the GMG communications including emails and response time?	1	 74	-

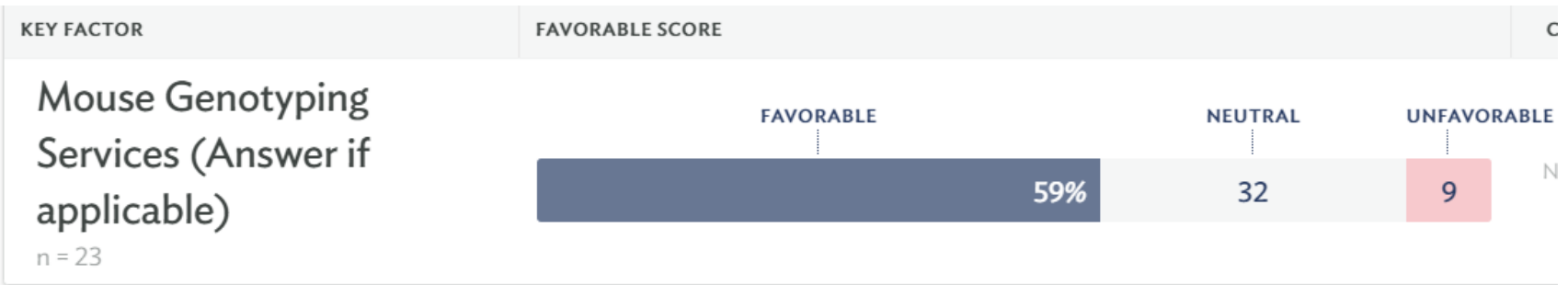
# DNA & RNA Extraction Services (Answer if applicable)

n = 21



## Questions

FOCUS	IMPACT	QUESTION		FAVORABLE SCORE	TREND
🔒	N/A	How satisfied are you with the DNA & RNA Extraction Services?	1	57	-
🔒	N/A	How would rate the quality of the results you receive?	0	59	-
🔒	N/A	How satisfied are you with the billing and invoicing?	2	48	-
🔒	N/A	How satisfied are you with our prices for our DNA & RNA Extraction Services?	0	48	-
🔒	N/A	How satisfied are you with the turnaround time for this service?	0	57	-
🔒	N/A	How satisfied are you with the sample submission process?	0	59	-



## Questions

FOCUS	IMPACT	QUESTION		FAVORABLE SCORE	TREND	
🔖	N/A	How satisfied are you with the turnaround time for this service?	1	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 61%; height: 20px; background-color: #2c4e64; color: white; display: flex; align-items: center; justify-content: center;">61</div> <div style="width: 32%; height: 20px; background-color: #d9d9d9; display: flex; align-items: center; justify-content: center;">32</div> <div style="width: 9%; height: 20px; background-color: #e91e63; display: flex; align-items: center; justify-content: center;">9</div> </div>	-	
🔖	N/A	How satisfied are you with our prices for our Mouse Genotyping Services?	1	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 39%; height: 20px; background-color: #2c4e64; color: white; display: flex; align-items: center; justify-content: center;">39</div> <div style="width: 59%; height: 20px; background-color: #d9d9d9; display: flex; align-items: center; justify-content: center;">59</div> <div style="width: 2%; height: 20px; background-color: #e91e63; display: flex; align-items: center; justify-content: center;">2</div> </div>	-	
🔖	N/A	How satisfied are you with the Mouse Genotyping Services you are using?	1	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 70%; height: 20px; background-color: #2c4e64; color: white; display: flex; align-items: center; justify-content: center;">70</div> <div style="width: 28%; height: 20px; background-color: #d9d9d9; display: flex; align-items: center; justify-content: center;">28</div> <div style="width: 2%; height: 20px; background-color: #e91e63; display: flex; align-items: center; justify-content: center;">2</div> </div>	-	
🔖	N/A	How satisfied are you with the billing and invoicing?	1	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 46%; height: 20px; background-color: #2c4e64; color: white; display: flex; align-items: center; justify-content: center;">46</div> <div style="width: 46%; height: 20px; background-color: #d9d9d9; display: flex; align-items: center; justify-content: center;">46</div> <div style="width: 8%; height: 20px; background-color: #e91e63; display: flex; align-items: center; justify-content: center;">8</div> </div>	-	
🔖	N/A	How would rate the quality of the results you receive?	1	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 78%; height: 20px; background-color: #2c4e64; color: white; display: flex; align-items: center; justify-content: center;">78</div> <div style="width: 20%; height: 20px; background-color: #d9d9d9; display: flex; align-items: center; justify-content: center;">20</div> <div style="width: 2%; height: 20px; background-color: #e91e63; display: flex; align-items: center; justify-content: center;">2</div> </div>	-	

KEY FACTOR	FAVORABLE SCORE
<p>Other services of the facility e.g. Clinical Diagnostics, Celline Identification, General Scientific Services. (Answer if applicable)</p> <p>n = 12</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>FAVORABLE</p> <p>58%</p> </div> <div style="text-align: center;"> <p>NEUTRAL</p> <p>42</p> </div> </div>

## Questions

FOCUS	IMPACT ▼	QUESTION	0	FAVORABLE SCORE	TREND
🚩	N/A	How satisfied are you with the maintenance of the scientific instruments?	0	<p>50</p>	—
🚩	N/A	How satisfied are you with our prices for our services of the facility?	0	<p>58</p>	—
🚩	N/A	How would rate the quality of the results you receive?	0	<p>62</p>	—

# Heatmap

<b>NO. OF RESPONSES</b>	<b>102</b>
<b>First Factor</b>	<b>77%</b>
How satisfied are you with the Sequencing Service?	<b>77%</b>
<b>Mouse Genotyping Services (An...</b>	<b>59%</b>
How satisfied are you with the Mouse Genotyping Services you are using?	<b>70%</b>
How satisfied are you with the turnaround time for this service?	<b>61%</b>
How satisfied are you with the billing and invoicing?	<b>46%</b>
How satisfied are you with our prices for our Mouse Genotyping Services?	<b>39%</b>
How would rate the quality of the results you receive?	<b>78%</b>
<b>DNA &amp; RNA Extraction Services...</b>	<b>59%</b>
How satisfied are you with the DNA & RNA Extraction Services?	<b>57%</b>
How satisfied are you with the turnaround time for this service?	<b>57%</b>
How satisfied are you with the billing and invoicing?	<b>48%</b>
How satisfied are you with our prices for our DNA & RNA Extraction Services?	<b>48%</b>
How would rate the quality of the results you receive?	<b>59%</b>
How satisfied are you with the sample submission process?	<b>59%</b>
<b>Other services of the facilit...</b>	<b>58%</b>
How satisfied are you with our prices for our services of the facility?	<b>58%</b>
How satisfied are you with the maintenance of the scientific instruments?	<b>50%</b>
How would rate the quality of the results you receive?	<b>62%</b>
<b>General Questions</b>	<b>73%</b>
How satisfied are you with the GMG communications including emails and response	<b>74%</b>
Are you likely to recommend our services?	<b>70%</b>