



Inner Images

Mobile Mammography Service

CUSTOMER SATISFACTION SURVEY

Thank you all for the opportunity to be your mobile mammography service provider. Our goal is to screen for the early detection of breast cancer in as many women as possible. We can only accomplish this by providing you, our customers, with the highest quality service possible.

In an effort to determine the level of satisfaction and specific areas for improvement, *PLEASE* complete the questionnaire and return to us.

The rating scale is 1 to 5:

- 1. Very poor, needs significant improvement**
- 2. Inconsistent, and needs improvement**
- 3. Acceptable**
- 4. Above average**
- 5. Excellent**

The areas we would like to rate include the following:

- 1. Timeliness _____**
- 2. Appearance and behavior of staff _____**
- 3. Staff behavior with your patients _____**
- 4. Timeliness and accuracy of reports _____**
- 5. Efficiency and friendliness of scheduling staff _____**
- 6. Overall performance _____**
- 7. Recommended modifications/improvements _____**
- 8. Would you refer our service to a colleague ____yes ____no**

Please know that this information is anonymous and will only be used in an effort to improve our service for you and your patients!

PLEASE RETURN VIA FAX TO 310.586.3009