

- | | YES | NO |
|---|--------------------------|--------------------------|
| 1. Have you viewed our new website, www.mcdowell-service.com ? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. With a view to online services, would you be interested in a facility for which you can; | | |
| a) Print off prescription dockets? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) View your account online? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) View current prices? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) View costings of current and past cases? | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Make payments to your account online? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are you aware that McDowell + Service Dental Laboratory is a member and signed up to the following groups and schemes? | | |
| a) TERC | <input type="checkbox"/> | <input type="checkbox"/> |
| b) DAMAS | <input type="checkbox"/> | <input type="checkbox"/> |
| c) ISO 9001/2008 | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Investors In People | <input type="checkbox"/> | <input type="checkbox"/> |
| e) British Bite Mark | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Would membership of such groups influence your choice of a dental laboratory? | <input type="checkbox"/> | <input type="checkbox"/> |

Comments

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- | | | |
|---|--------------------------|--------------------------|
| 5. With reference to promotional and marketing activities of the Laboratory and your dental practice, would you consider any discount schemes offered by a dental laboratory, DIRECT to the public? For example, discounts in the form of money-off or discount vouchers towards laboratory fees submitted by the patient at the commencement of treatment. | <input type="checkbox"/> | <input type="checkbox"/> |
|---|--------------------------|--------------------------|

In relation to question 5, McDowell + Service dental laboratory would like to consult with you, our future thoughts and intentions of increasing the laboratory's marketing activities and approaching the general public directly, whether it is through newspaper, magazine advertising or even representation at, for example, wedding fayres etc. I would very much appreciate your comments and any concerns that you may foresee with such activity.

Comments

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McDowell + Service

Dental Laboratory Ltd.

Customer Survey

4c Dargan Court Dargan Crescent Belfast BT3 9JP
Tel: 028 9037 0708 Fax: 028 9077 2647
www.mcdowell-service.com
E-mail: enquiries@mcdowell-service.com

Fill in the survey and return in the addressed envelope provided and you will be entered into a draw to

WIN AN APPLE iPad AIR

Dear Colleague,

Part of our aim at McDowell + Service Dental Laboratory is to provide you and your patients with the best quality restorations coupled with an excellent service.

In order to assess our quality and provide continuous improvement, I would be extremely grateful if you could spare a few moments and complete the enclosed survey form and return it via our courier/mail to reach us no later than **Friday 12th February 2016** and you will be entered into a draw with the chance of winning an **APPLE iPad AIR** with Retina display.

May I take this opportunity to thank you for your time and input and wish you a very happy and prosperous New Year.

Yours sincerely,



Mr. Stephen Ginn RDT, MDTA, LBIDST
(Managing Director)

**McDowell + Service Dental Laboratory Ltd
Customer Survey**

Please circle:

	Very Good	Good	Satisfactory	Poor	Very Poor
1. Are our staff friendly, polite and courteous on the telephone?	5	4	3	2	1
2. Do we respond promptly to queries and requests?	5	4	3	2	1
3. Is the advice given by our technicians helpful and appropriate?	5	4	3	2	1
4. Is the layout of our price list clear and understandable?	5	4	3	2	1
5. How do you rate the accuracy of the fit of our appliances?	5	4	3	2	1
6. How do you rate the occlusal accuracy of our appliances?	5	4	3	2	1
7. How do you rate the aesthetic result of our appliances?	5	4	3	2	1
8. How do you rate the overall presentation of our products?	5	4	3	2	1
9. Do we keep you informed if there is a delay in getting appliances to you?	5	4	3	2	1
10. Do we deliver on time?	5	4	3	2	1
11. Is our delivery person polite, friendly and have a tidy appearance?	5	4	3	2	1
12. Do you perceive us to be a quality dental laboratory?	5	4	3	2	1

Further comments:

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Name:

Practice Address:

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