

Lark Technology Group Ltd

Woolpit Business Park
Woolpit
Bury St. Edmunds
Suffolk
IP30 9UP
England

Dated as Postmark

Dear Sir / Madam,

Re: Lark ISO 9001

This questionnaire has been sent to you, as we have recently conducted work for you.

As part of our ISO 9001 2008 procedures, we ask customers to comment on our performance in all aspects of communication and work. If you think that this document is best completed by somebody else within your organisation, please pass it on.

The questionnaire has deliberately been kept short, but if you feel that you want to comment further, please use the reverse of this page or attach additional pages, alternatively contact Lark directly.

Throughout the questionnaire the following scoring table should be used:

Performance				
Poor	Fair	Average	Good	Excellent
1	2	3	4	5

Task	Score 1 to 5
Quality of quotation	
Accuracy of quotation	
Quality of work	
Accuracy of work	
Was work on time	
Were you kept informed throughout the project	

Additional comments

Results can be viewed at www.lark-technology.co.uk/Quality

Completed by _____ Position _____ Date _____

Thank you for taking the time to complete this questionnaire, please return by fax or by post.

Yours Sincerely
Lark Technology Group Ltd

Sean Stuteley

Director

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Lark Technology

- Project Design & Management
- Motor Control Centres
- Custom Built Panels
- PLC & SCADA Systems
- Instrumentation & IS Systems

Lark Installations

- HV Installations
- Industrial Cabling & Installation
- Commercial Cabling & Installation
- Fire alarms
- Emergency Lighting
- Data Installation
- Inspection & Testing

Coating Systems

- Bespoke Pharmaceutical Production Plants
- Organic & Aqueous Spray Systems
- Process Technology & Validation

