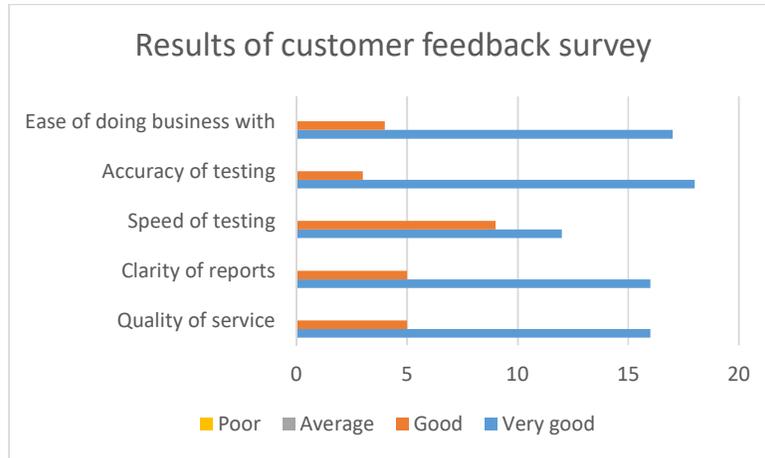


Customer feedback survey

Thank you to everyone who took the time to complete our customer survey. We are pleased to say that all responses came back either very good or good for all categories, see chart below.



The comments back from clients were also very useful with most noting that they enjoy our 'fast, excellent service' and friendly staff. Many also noted that they could not suggest areas for improvement. Noted as areas for improvement were bringing chemical analysis, which is currently sub-contracted, in-house. We are currently sourcing a new machine and hope to bring this service on-board within the next year, we will keep clients updated as this progresses.

Also noted was the ability to view testing progress and reports online, this is an area which we have currently under review and will update clients when any decisions are made. We may also survey clients as to their views on this matter in the coming year.

As a thank you to everyone who completed the survey we will be sending out a pack of our ASAMS branded coffee.

A selection of customer comments are shown below.

What is great about ASAMS service?

'Friendly, helpful, efficient!'

'Professional & friendly staff.'

'Quick and accurate service, clear and concise reports and most importantly keeps the customer informed.'

'fast and accurate - what more do you want'

'Ease of working with them'

'I have found that ASAMS are always quick to respond to requests which are then followed up by expert advice in a friendly and professional manner. Any changes needed to the initial request either due to client preferences which might have changed or any problems encountered during testing are quickly dealt with little fuss. Very professional throughout from start to finish with excellent facilities.'

Other comments

'I think we have a good working relationship so I wouldn't change.'

'wouldn't go anywhere else'