

AgrifoodTEF customer feedback

Company Name (optional):

Date (questionnaire completed):

Service(s) consumed (enter service ID or name – ask AgrifoodTEF contact if unclear):

Overall customer satisfaction

The questions refer to the test facility in which you have tested your solution.

('1' poor to '10' excellent)

Overall, did the service meet your expectations?

How would you rate the efficiency of service execution in the facility?

How would you rate the overall quality of the support provided in the testing facility?

How would you rate the user-friendliness of the support provided in the testing facility (e.g. tech support, communication ...)?



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Evaluation of impact

The questions refer to the solution tested to assess the overall impact of our services provided.

How many and what kind of solutions (eg. models, algorithm, tool, sensor, module, component, others) was tested in your product?

Number and type of solutions:

Will you use the tested solutions in your product?

Yes

☐

No

☐

Don't know yet

☐

Other reply:

How many customers are you going to reach with the tested solution within the next 3 years? (e.g. estimation based on your business plan)

Number of Customers (product users):

Evaluation of services

In order to ensure a high level of quality in our services and to maximise customer satisfaction, we would very much appreciate your feedback. The questions refer to the test facility in which you tested your solution.

Do you want to add something more about how you evaluate your experience? What specific features about the service(s) did you like? If referring to a specific service, please specify which one (e.g. service ID).

What can we improve? How can this service/these services be better? If referring to a specific service, please specify which one (e.g. service ID).

Which new services would you like to see offered by the agrifoodTEF in the future?

Why did you choose our facility to provide this service(s)?

Please put a cross ('x') next to your answer (multiple answers possible).

Shortest travel distance

☐

Free dates for testing available

☐

Prior cooperation

☐

To my knowledge, you are the only ones offering these services.

☐

Attractive offer (reduced cost rate)

☐

Other:

How did you hear about AgrifoodTEF?

Please put a cross ('x') next to your answer.

Direct contact with service supplier

☐

Social media

☐

Colleagues

☐

Media

☐

Events

☐

Brochures, leaflets, ...

☐

Other:

Would you recommend the services of our facility? If Yes, to whom?

Please put a cross ('x') next to your answer. If you know a company that is interested in our services, please enter it in the last line.

Yes

No

Not sure

Yes, to:



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FAQs

- **I have used several services. How should I proceed with my feedback?** As this is only relevant in section 'Evaluation of services' we suggest filling in only 1 feedback form. In case of multiple services provided, use the service ID to rate each service separately.
- **I have used services from several agrifoodTEF partners. How can I provide feedback?** If you have consumed services from several partners (facilities/ institutes) please provide separate feedback forms.
- **I am part of a customer consortium. How can I provide feedback?** If you are part of a customer consortium, we ask each company in the consortium to complete a feedback form.
- **How is anonymity guaranteed when answering the questions?** Providing personal data (company name) is optional. The feedback forms submitted are not stored with the sender's e-mail address.
- **Where do I find the service IDs?** If not prefilled, you'll find the service IDs in the online service list: <https://www.agrifoodtef.eu/#services>

Link to the online form:

<https://www.google.com/url?q=https://forms.office.com/pages/responsepage.aspx?id%3D07fREZJeREeD3IMaQ-H5Z68bmrDGL3tMm0oa6iPOeURUMURFWU81SUw1V1NYNFMxVFhNMfHcM0tZOSQIQCN0PWcu%26route%3Dshorturl&sa=D&source=editors&ust=1740399206648327&usg=AOvVaw020Me0240kk7sA7tXDN2a8>



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