

 	Satisfaction Questionnaire	
	Number:	OB-K-16
	Valid from:	04. 02. 2021.
	Revision:	0

Dear all,
 your opinion about the services provided by the Faculty of Veterinary Medicine, University of Zagreb is very important to us. Your answers to this questionnaire will be the basis for improving the quality of our services.
 Thank you for your cooperation and we hope that it will continue successfully.

Full name	
Date	

1	Professional services	Grade				
	Recognize and meet your requirements	1	2	3	4	5
Satisfaction with the speed and manner of obtaining professional help (animal treatment)	1	2	3	4	5	
Communicativeness and friendliness of our employees	1	2	3	4	5	

2	Satisfaction with services	Grade				
	Satisfaction with the quality of performed tests (diagnostic, laboratory, etc.)	1	2	3	4	5
The extent to which the interventions taken met your expectations	1	2	3	4	5	
Satisfaction with the deadlines	1	2	3	4	5	
Satisfaction with the prices	1	2	3	4	5	

3	Comparison with other veterinary organizations	Grade		
	Do you think that we are in relation to similar veterinary organizations	WORSE	SAME	BETTER
Would you recommend our services to others?	YES		NO	

4	Observations
	Please enter observations and remarks that are not included in the questionnaire

Note: grade 5-requirement fully met; grade 1- request not met