ELEMENT ENGINEERING LABORATORY

Customer feedback form

Company : Falcon Laboratory, Dubai

Name : Anil Kumar Kerkle

Position' : Section Head (Chemical)

Dear Sir/Madam,

This survey helps us in improving the performance and effectiveness of our Quality Management. Your feedback will be a great value to us in ensuring that we offer the best quality services.

Please rate our service and kindly send back email to us.

Please indicate your views on the overall services provided by putting X in the relevant rating.

S. No.	Description	Very Good	Good	Fair	Poor
1	How would you rate our level of service compared to the expected standards in our industry?	X			
2	Al Mawazeen Lab's understanding of your requirements and objectives?	X			
3	Al Mawazeen Lab's ability to adhere to project deadlines?	X			
4	Al Mawazeen Lab's ability to keep you informed of the progress of the work?	X			
5	Al Mawazeen Lab's ability to respond promptly to any queries you may have had?		X		
6	The courtesy, technical ability and professionalism of the Al Mawazeen Lab's staff?		X		
7	How is the clarity and scope of the report / documentation?		X		
8	How is the quality of the report / documentation?		X		
9	Reports are timely provided?	X			
10	Any delay/ problem is highlighted by the concerned staff?		X		
11	Technical advice is adequate?	X			
12	Service provided by us are adequate	X			
13	Follow up/ Resolving issues/ Complaints		X		

Remarks:

Information completed by: Date: 01/09/2026

For Official Use:

Action Required: Yes/No ✓ Review Required: Yes/No ✓

Comment Reviewed by: Sarath Nair Date: 02/09/2026

Approved By: Date: 02/09/2026

Reviewed By: Review Date: 02/09/2026

مختبر فالكون ش.ذ.م.م
FALCON LABORATORY L.L.C
P.O.Box: 231494, DXB - UAE

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ELEMENT ENGINEERING LABORATORY

Customer feedback form

Company Frontline Building Cleaning Services __

Name Rameen Naseem_____

Position` : _____ : _____

Dear Sir/Madam,

This survey helps us in improving the performance and effectiveness of our Quality Management. Your feedback will be a great value to us in ensuring that we offer the best quality services.

Please rate our service and kindly send back email to us.

Please indicate your views on the overall services provided by putting **X** in the relevant rating.

S. No.	Description	Very Good	Good	Fair	Poor
1	How would you rate our level of service compared to the expected standards in our industry?		✓		
2	Al Mawazeen Lab's understanding of your requirements and objectives?	✓			
3	Al Mawazeen Lab's ability to adhere to project deadlines?		✓		
4	Al Mawazeen Lab's ability to keep you informed of the progress of the work?		✓		
5	Al Mawazeen Lab's ability to respond promptly to any queries you may have had?	✓			
6	The courtesy, technical ability and professionalism of the Al Mawazeen Lab's staff?		✓		
7	How is the clarity and scope of the report / documentation?		✓		
8	How is the quality of the report / documentation?		✓		
9	Reports are timely provided?			✓	
10	Any delay/ problem is highlighted by the concerned staff?		✓		
11	Technical advice is adequate?		✓		
12	Service provided by us are adequate	✓			
13	Follow up/ Resolving issues/ Complaints		✓		

Remarks:

Information completed by: Date: 07.09.2026

P.O. Box: 183963 DUBAI-U.A.E. FRONTLINE BUILDING CLEANING SERVICES

For Official Use:

Action Required: Yes/No —

Review Required: Yes/No —

Comment Reviewedby: Sarath Nair

Date:

Approved By:

Date: 09/09/2026

Reviewed By:

Review Date: 9/09/2026

ELEMENT ENGINEERING LABORATORY

Customer feedback form

Company : INNOVO INFRA

Name : ROHITH MAHESH

Position : QUALITY INSPECTOR

Dear Sir/Madam,

This survey helps us in improving the performance and effectiveness of our Quality Management. Your feedback will be a great value to us in ensuring that we offer the best quality services.

Please rate our service and kindly send back email to us.

Please indicate your views on the overall services provided by putting **X** in the relevant rating.

S. No.	Description	Very Good	Good	Fair	Poor
1	How would you rate our level of service compared to the expected standards in our industry?	✓			
2	Al Mawazeen Lab's understanding of your requirements and objectives?	✓			
3	Al Mawazeen Lab's ability to adhere to project deadlines?	✓			
4	Al Mawazeen Lab's ability to keep you informed of the progress of the work?	✓			
5	Al Mawazeen Lab's ability to respond promptly to any queries you may have had?	✓			
6	The courtesy, technical ability and professionalism of the Al Mawazeen Lab's staff?	✓			
7	How is the clarity and scope of the report / documentation?	✓			
8	How is the quality of the report / documentation?	✓			
9	Reports are timely provided?	✓			
10	Any delay/ problem is highlighted by the concerned staff?	✓			
11	Technical advice is adequate?	✓			
12	Service provided by us are adequate	✓			
13	Follow up/ Resolving Issues/ Complaints	✓			

Remarks:

Information completed by: ROHITH Date: 16/9/26

RECEIVED 16 SEP 2026 Innovo RIM D110

For Official Use:

Action Required: Yes/No ✓ Review Required: Yes/No ✓

Comment Reviewed by: Sarath Nair Date: 16/09/26

Approved By: Date: 16/09/26.

Reviewed By: Review Date: 16/09/2026.

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