

Online Service Quality Measurement Survey

Our **online service quality measurement** survey template is designed to help businesses accurately evaluate customer satisfaction. It includes structured questions that focus on key service aspects such as responsiveness, reliability, and user experience. This template is ideal for gathering insights that drive continuous improvement in service delivery.

1. Responsiveness

How quickly did you receive a response to your inquiry?

- ☐ Very Fast
- ☐ Fast
- ☐ Average
- ☐ Slow
- ☐ Very Slow

2. Reliability

Did the service perform as you expected?

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

3. User Experience

How would you rate your overall experience with our online service?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

4. Additional Feedback

Please share any additional comments or suggestions:

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