

CUSTOMER SATISFACTION SURVEY

In our drive to continually improve the service we provide for you our customer, we are asking you if you could spare a few minutes to complete this survey and either email, post or fax it back to us.

Please note all comments will be greatly appreciated and treated as strictly confidential.

Please score all questions from Very Poor (0) to Excellent (10).

SPEED OF RESPONSE, RETURNING ENQUIRIES

0 1 2 3 4 5 6 7 8 9 10

DID WE MEET YOUR DELIVERY REQUIREMENTS?

0 1 2 3 4 5 6 7 8 9 10

CLARITY OF QUOTES AND CONTRACTS

0 1 2 3 4 5 6 7 8 9 10

WERE YOU HAPPY WITH THE QUALITY OF PRODUCT?

0 1 2 3 4 5 6 7 8 9 10

ARE YOU HAPPY WITH THE QUALITY OF OUR SERVICE?

0 1 2 3 4 5 6 7 8 9 10

DID OUR DESIGN INFORMATION MEET THE REQUIRED STANDARDS?

0 1 2 3 4 5 6 7 8 9 10

WOULD YOU RECOMMEND US AND USE US AS A SUPPLIER IN THE FUTURE?

No Possibly Defiantly

DO YOU THINK THERE IS ROOM FOR ANY IMPROVEMENT IN OUR PRODUCTS OR SERVICE, IF SO PLEASE COMMENT BELOW