

CUSTOMER SURVEY

Customer:

Contact:

Initial:

Date:

1. Are you satisfied with the quality of the products we supply to your company?
 Yes If no, explain

2. Does the product currently supplied consistently meet the requirements of your process?
 Yes If no, explain

3. Are you satisfied with the customer service we provide?
 Yes If no, explain

4. Do you have any suggestions as to how we can improve our customer service?
 No If yes, explain

5. Is the product received in a timely manner?
 Yes If no, explain

6. Does the product received at your location meet your physical requirements?
 Yes If no, explain

7. Do we react to customer complaints?
 Yes If no, explain

8. How can we better serve your future needs?

9. Comments:

10. Questions