

CUSTOMER FEEDBACK

COMPANY NAME :

CONTACT :

POSITION :

DATE :

	Excellent	Good	Average	Below Average	Poor
TECHNICAL SUPPORT Are our staff knowledgeable, helpful and professional?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEED OF RESPONSE Are our Sales Engineers readily accessible if you need to reach them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do we respond promptly to requests for information, visits etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are goods delivered in accordance with acknowledged delivery dates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRODUCT PERFORMANCE Are goods correct to specification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are our products fit for purpose and in full compliance with all applicable legislative requirements – e.g, PED, ATEX etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MARKET PLACE REQUIREMENTS Do we keep you informed about new products, services etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DOCUMENTATION If you have requested documentation to accompany goods, is this received and correct?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENCHMARKING How do we perform in comparison with other suppliers of similar equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS :