



CUSTOMER SATISFACTION SURVEY

COMPANY:
CONTACT:
DATE:

FAX:

Dear Customer,

The following Survey is designed to help us improve our performance and better satisfy your business needs. We ask that you tick the most appropriate response for each question, and fax it back to us at your earliest convenience.

1. How would you rate our response time to your enquiries?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

2. How would you rate our quality of response to your enquiries?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

3. How would you rate our Promptness of Delivery?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

4. How would you rate the Quality of our Products?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

5. How would you rate our Invoicing Accuracy?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

6. How would you rate the accuracy of Orders Received?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

7. How would you rate our Customer Service?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

8. How would you rate our Product Conformity and Performance?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A


VALUE ADDED PRODUCTS

9. How would you rate our Quality/Price relation?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

10. How would you rate our Product Range Completeness?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

11. How would you rate our Product Label Identification (Labelling)?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

12. How would you rate our Packaging Suitability (where appropriate)?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

13. How would you rate our Complaints Reaction Time?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

14. How would you rate our Complaints Solution Effectiveness?

VERY GOOD GOOD FAIR NEEDS IMPROVEMENT NOT GOOD ENOUGH N/A

Finally, how can we improve your Customer Satisfaction Level ? :

PLEASE FAX BACK THE COMPLETED SURVEY TO FAX NO:

(03) 9761 1565

We Thank You sincerely for your time and comments.

Office Use Only – Must be reviewed by Managing Director

Signed: _____

ACTION TO BE TAKEN:

NO
 YES BY: ___ / ___ / 2008