



Customer Satisfaction Survey

1. How would you rate (product or service) on an overall basis? *[Please Circle One]*

Excellent **Poor**
 10 9 8 7 6 5 4 3 2 1

2. How satisfied were you with our (product or service)? *[Please Circle One]*

Very Satisfied **Satisfied** **Neither Satisfied or Dissatisfied** **Dissatisfied** **Very Dissatisfied**

3. What was your most positive experience?

4. What three things could we improve the most?

- a.
- b.
- c.

5. In the following areas, how did the (product or service) compare with your expectations?
[Please Check One]

| Key Attribute | Exceeded Expectations | Met Expectations | Below Expectations |
|------------------------|-----------------------|------------------|--------------------|
| 1. Delivery Time | | | |
| 2. Order Accuracy | | | |
| 3. Product Performance | | | |
| 4. Customer Service | | | |
| 5. Durability | | | |
| 6. Design | | | |
| 7. Cost | | | |
| 8. Servicing | | | |

SEND RESULTS
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