

## Customer Satisfaction Questionnaire

Customer/Company		Product delivered on dated	
Customer Address		Reference	

We would be extremely grateful if you could spare few valuable minutes out of your extremely busy schedule to complete the Customer Satisfaction Questionnaire. It will help us to ensure that our Standard of Customer Care exceed expectations wherever possible.

Please tick the appropriate box to indicate your degree of satisfaction:  
**1= Excellent    2= Good    3= Average    4= Satisfactory    5= Poor**

TOPIC	RATING					COMMENTS / SUGGESTIONS
	1	2	3	4	5	
<b>RESPONSIVENESS:</b> How do you rate our responsiveness in dealing with you?						
<b>PROFESSIONALISM:</b> How do you rate our professionalism in dealing with you?						
<b>TECHNICAL SUPPORT:</b> If you received any technical support, how do you rate the technical competence of our engineers & their response time?						
<b>PRODUCT QUALITY:</b> How do you rate our products and services and did they meet your needs and expectations regarding quality and performance?						
<b>DELIVERY:</b> How do you rate our delivery on time performance and our commitment to meet your delivery expectations?						
<b>AFTER SALES SUPPORT:</b> How do you rate our after sales support, and what more could you expect from us?						
<b>COMPETITIVENESS:</b> How do you rate the competitiveness of our products and do they represent best value for the cost of lifetime ownership?						
<b>QUALITY:</b> How do you rate our approach to quality management to ensure complete customer satisfaction?						
<b>OVERALL:</b> How do you rate <b>FAIRDEAL</b> ?						
Do you have any comments or suggestions that would help us improve our quality of customer service?						

## Customer Satisfaction Questionnaire (contd.)

What do you like about our products and services, and how we add value to your business? Please give as many examples as you can.	
What do you dislike about our products and services, and how do we add value to your business? Please give as many examples as you can.	
What could you buy from us but choose to buy from a different supplier? What are the factors influencing your decision?	
How thoroughly do you believe we understand your business and are able to add value to you?	
What would we need to do to satisfy your requirements even more?	
Do you measure our performance internally and how does FAIRDEAL rate?	
Would you be prepared to recommend FAIRDEAL to others? Would you be prepared to provide a statement for use in our literature?	
In the next 3-5 years how do you expect your business to change? How will we have to respond for you to remain a customer and grow our business together and what do we need to do to support you in this process?	

Date: .....

Customer Signature: .....

Location: .....