

Customer Questionnaire



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As part of our commitment to continually improve our products and service, we would appreciate it if you could give us some feedback by completing this brief questionnaire.

Organisation:	Date:
Person completing Questionnaire:	Phone:
Address:	Email:

Please highlight the most appropriate response for each question.

Quotation

1. Is the information we provide as part of our quotation suitable?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>
2. Is the speed with which we provide a quotation suitable?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>

Product Quality

3. Do the anode weight and dimensions meet the catalogue or drawing specifications?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>
4. Is the visual appearance of our anodes acceptable?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>
5. Does the presentation of our inspection and testing documentation meet your needs? Not Applicable <input type="radio"/>				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>

Service

6. Do our delivery times meet your requirements?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>
7. Is our packaging suitable for your requirements?				
Very dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>
8. Are staff helpful and willing to offer assistance?				
Very dissatisfied <input type="radio"/>	dissatisfied <input type="radio"/>	Neutral <input type="radio"/>	satisfied <input type="radio"/>	Very satisfied <input type="radio"/>

Price

9. Are our prices competitive?				
Never offer competitive prices <input type="radio"/>	Rarely offer competitive prices <input type="radio"/>	Prices similar to competitors <input type="radio"/>	Often offer competitive prices <input type="radio"/>	Always offer competitive prices <input type="radio"/>

Your comments or suggestions on how we can improvement would be greatly appreciated.

Thank you very much for your assistance. We will use this information to improve the quality of our anodes as well as our service to you.

Best regards
David Kelly
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