

## Customer Satisfaction Questionnaire

We appreciate the importance of maintaining a good working relationship with all our customers. With this in mind, we would appreciate if you could take a few minutes to complete this questionnaire.

### Sales Desk

The quality and professionalism of the internal sales team:  Poor  Fair  Average  Good  Excellent

The speed in which we respond to enquiries:  Poor  Fair  Average  Good  Excellent

Competitive Pricing:  Poor  Fair  Average  Good  Excellent

Enquiry and quotation processing:  Poor  Fair  Average  Good  Excellent

Order placing and confirmation:  Poor  Fair  Average  Good  Excellent

### Product / Service

Conformance of customer requirements to specification of product:  Poor  Fair  Average  Good  Excellent

Lead time:  Poor  Fair  Average  Good  Excellent

Product Quality:  Poor  Fair  Average  Good  Excellent

Quality of product packaging and labelling:  Poor  Fair  Average  Good  Excellent

### Commercial Documents

Delivery Notes  Poor  Fair  Average  Good  Excellent

Invoice:  Poor  Fair  Average  Good  Excellent

### Website

Content:  Poor  Fair  Average  Good  Excellent

Layout and navigation:  Poor  Fair  Average  Good  Excellent

Speed of operation:  Poor  Fair  Average  Good  Excellent

### Overall Rating

Overall rating:  Poor  Fair  Average  Good  Excellent

Any additional feedback:

Full Name

Organisation

Email