



CUSTOMER SATISFACTION SURVEY



Quest. N°

Mod 5.1-02 rev.0

Name of the Company filling the form: _____

Client code: _____

Agent: _____

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1	2	3	4	5

1	SERVICE QUALITY				
1.1	Telephone line availability				
1.2	Operator (kindness and fast sorting)				
1.3	Products catalogues				
1.4	Telephone contacts (kindness and helpfulness)				
1.5	Commercial support for products choice				
1.6	Technical competence				
1.7	Answering speed				
1.8	Sending offer timing				
1.9	Sending order confirmations timing				
1.1	Agents service				
1.1	Claim resolution quickness				
2	PRODUCT QUALITY				
2.1	Product range				
2.2	Product technological contents				
2.3	Product quality				
2.4	Price/quality ratio				
2.5	Packaging quality				
3	DELIVERIES				
3.1	Delivery time				
3.2	Respect of delivery dates				
3.3	Flexibility (delivery of urgent orders)				
3.4	Shipments				
3.5	Administrative practices				

Suggestions / improvement requests :

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Filling date : _____

Signature _____