

Sales Systems Ltd
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Portsmouth, VA 23707
Quality Assurance Department
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Customer Satisfaction Survey

Your Company: _____ Date: _____

Survey Completed By: _____ Title: _____

Sales Systems Ltd supplies Industrial and Military Specification Fasteners and provides Fastener and Metals Testing Services. Please indicate your assessment of our operation by marking the appropriate box in each category. You may return the completed survey via fax, email, or postal service. Thank you for your time, effort, and business.

1) SUPPLIES AND SERVICES ARE DELIVERED ON TIME.

EXCELLENT VERY GOOD AVERAGE BELOW AVERAGE UNSATISFACTORY

2) ACCURACY OF DELIVERED SUPPLIES AND SERVICES.

EXCELLENT VERY GOOD AVERAGE BELOW AVERAGE UNSATISFACTORY

3) QUALITY OF DELIVERED SUPPLIES AND SERVICES.

EXCELLENT VERY GOOD AVERAGE BELOW AVERAGE UNSATISFACTORY

4) DOCUMENTATION IS LOGICAL, CONSISE, AND EASY TO READ.

EXCELLENT VERY GOOD AVERAGE BELOW AVERAGE UNSATISFACTORY

5) SSL STAFF ARE COURTEOUS AND RESPONSIVE TO YOUR NEEDS.

EXCELLENT VERY GOOD AVERAGE BELOW AVERAGE UNSATISFACTORY

COMMENTS:

I WAS LAST CONTACTED BY A SALES SYSTEMS STAFF MEMBER:

1 TO 3 MONTHS AGO 3 TO 6 MONTHS AGO 6 TO 12 MONTHS AGO

THANK YOU
SCOTT NEPRUD
QUALITY ASSURANCE MANAGER

*****DO NOT WRITE BELOW THIS LINE*****

QUALITY ASSURANCE EVALUATION

Excellent=5, Very Good=4, Average=3, Below Average=2, Unsatisfactory=1

1 TO 14 POINTS: ACTION: INVESTIGATION, AUDIT, & CORRECTIVE MEASURES

15 TO 19 POINTS: ACTION: RE-SURVEY WITHIN 6 MONTHS

20 TO 25 POINTS: ACTION: RE-SURVEY IN 12 MONTHS

EVALUATION RESULTS: _____ TOTAL POINTS.

REVIEWED BY: _____ DATE: _____

CUSTOMER #: _____ PREVIOUS SURVEY RESULTS: _____