

Sales Systems Ltd
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Voice: 757-397-0763
Fax: 757-393-7533 (QA), 757-393-3669 (Sales)

Customer Satisfaction Evaluation

Your Company _____ Date _____

Survey Completed By _____ Title _____

Please rate the following items based on a scale of 1 to 5:
1 = Poor, 2 = Fair, 3 = Good, 4 = Very good, 5 = Excellent

- 1) ARE SUPPLIES AND SERVICES DELIVERED ON TIME? []
- 2) ACCURACY OF DELIVERED SUPPLIES AND SERVICES. []
- 3) QUALITY OF DELIVERED SUPPLIES AND SERVICES. []
- 4) HOW WOULD YOU RATE US COMPARED TO OUR COMPETITION? []
- 5) ARE OUR STAFF COURTEOUS AND RESPONSIVE TO YOUR NEEDS? []

ADDITIONAL COMMENTS:

Optional contact information:

Sales Systems Ltd thanks you for taking the time and effort to participate in this evaluation. We sincerely hope that the results of this evaluation will help us to continually improve our processes, overall operation and to provide you with excellent services each and every time you have a need for Fastener Products or Testing Services. You may return the survey by fax, email (jean-lucn@salessystemsltd.com, info@salessystemsltd.com) or visit our webpage at www.salessystemsltd.com

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

EVALUATION RESULTS: _____ TOTAL POINTS.
REVIEWED BY: _____ DATE: _____
CUSTOMER #: _____

QA Evaluation: 1 -14 PTS (INVESTIGATION, AUDIT, & CORRECTIVE MEASURES), 15 -19 PTS (RE-SURVEY WITHIN 6 MONTHS), 20 - 25 PTS (RE-SURVEY IN 12 MONTHS)