



Customer Satisfaction Assessment

Our organization would like to thank you for your patronage. We would like to continue to improve our products and services to our customers in the future. As our customer you are in the best position to tell us how we are doing and where we can improve. Please take a few minutes and give us your honest feedback to the following survey. We thank you in advance for your time and cooperation!

	Excellent	Very Good	Good	Fair	Poor
1. How is our communication with regards to the delays that affect the delivery of the product or service you ordered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. How is the timeliness of our delivery schedule?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How would you rate the quality of the products we provide?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The customer services staff's courtesy is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The response time of our customer service staff is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The customer service staff's product knowledge is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The customer service staff's communication skills are:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The professionalism of the customer services staff is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The follow-up by the customer services staff is:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Overall, how would you rate the quality of the customer services staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. How would you rate our products and services on their price verses value?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any changes we could make in our products or service to better serve you?

Is there anything in particular we should stop doing that would make our products and services better for you?

What should we continue doing to provide our high-quality products and/or service to you?
