

## Customer Satisfaction Survey

**Q1. Please rank each question on a scale of 1-5 with a tick for importance and performance.**

	<b>How important is this to you?</b>					<b>How do we perform?</b>				
	Very important			Not important		Excellent			Poor	
	5	4	3	2	1	5	4	3	2	1
<b>Your request for quotation is dealt with promptly</b>										
<b>We display flexibility in meeting your special requirements</b>										
<b>We are responsive to your queries</b>										
<b>Technical enquires are answered accurately</b>										
<b>Our products and services are competitively priced to other suppliers</b>										
<b>The ordering procedure is fast and convenient</b>										
<b>We meet agreed delivery schedules</b>										
<b>It is easy to contact our sales personnel</b>										
<b>Our products and services are of consistently high quality</b>										
<b>Complaints and problems are dealt to your satisfaction</b>										
<b>We are aware of what is happening in the marketplace</b>										
<b>Our website keeps you fully informed about our range of services</b>										

**Q2. Do you use an alternative supplier? Please circle.**

**Yes**

**No**

**Q3. If yes, please name two current suppliers you are working with.**

1. \_\_\_\_\_

2. \_\_\_\_\_

**Q4. If yes, what services do they offer different to us (if any)?**

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**Q5. Do you have a rework requirement?**

**Yes                      No**

**Q6. Are there any current issues you would like us to take note of?**

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**Q7. Do you require our sales rep to call to discuss your requirements?**

**Yes                      No**

**(If yes, phone no.....)**

*Thank you for taking the time to complete this questionnaire!  
Go to our website anytime at [www.litho-circuits.com](http://www.litho-circuits.com) and see how we are doing with  
the fund raising for St. Joseph's School for the visually impaired.*

**Completed by.....**

**Job Title.....**

**Date.....**