

## CUSTOMER SATISFACTION QUESTIONNAIRE

We aim to provide the best service in terms of quality, price and delivery. One of the methods of assessing our performance is evaluating responses to this customer satisfaction questionnaire. It will help us to identify areas of our business which need to be improved.

Please take time to answer the questions and return the completed form to us at your earliest convenience. All responses will be treated as confidential.

The Questionnaire is divided in to three parts:

Part "A" is to identify our performance in the areas listed.

Part "B" is to identify how important each item is to your company

Part "C" is to identify how we compare with our competitors.

Please circle the comment which you feel best describes your satisfaction / dis-satisfaction with the following categories: -

### PART "A"

- |    |  |  |  |
|----|--|--|--|
| 1) | How do you rate the quality of the products which you purchase from us?                      |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 2) | How do you rate our speed of response to your enquiries?                                     |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 3) | How do you rate our documentation and/or certification of products?                          |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 4) | How do you rate our delivery performance with respect to quoted delivery times?              |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 5) | How do you rate the price of our products?   |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 6) | How do you rate our technical support and/or knowledge of the industry and products?         |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 7) | How do you rate our speed of response to problems?   |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |
| 8) | How do you rate our packing and shipping procedures?   |  |  |
|    | Very good                      Good                      Poor                      Very poor |  |  |

### PART "B"

- 1) How important to you is the quality of the products manufactured by us?  
Very important            Important            Not important
- 2) How important to you is the speed of response to your enquiries?  
Very important            Important            Not important
- 3) How important to you is clear, correct documentation and/or certification?  
Very important            Important            Not important
- 4) How important to you is on time delivery?  
Very important            Important            Not important
- 5) How important to you is price?  
Very important            Important            Not important
- 6) How important to you is technical support and/or our product knowledge?  
Very important            Important            Not important
- 7) How important to you is our response time with respect to problems/queries?  
Very important            Important            Not important
- 8) How important to you is correct packing/shipping of product?  
Very Important            Important            Not Important

### **PART “C”**

- 1) How does the quality of our products compare with that of our competitors?  
Better                      Same                      Worse
- 2) When responding to your enquiries how do we compare with our competitors?  
Faster                      Same                      Slower
- 3) How does the documentation that we provide compare with that of our competitors?  
Better                      Same                      Worse
- 4) How do our delivery times compare to those of our competitors?  
Better                      Same                      Worse

- 5) How do our delivery times (on time deliveries) compare with that of our competitors?  
Better                      Same                      Worse
  
- 6) How do our prices compare with those of our competitors?  
Better                      Same                      Worse
  
- 7) How does our technical/product knowledge compare with that of our competitors?  
Better                      Same                      Worse
  
- 8) In the event of problems/queries how does our response time compare to that of our competitors?  
Better                      Same                      Worse
  
- 9) How do our packing/shipping procedures compare to that of our competitors?  
Better                      Same                      Worse

Thank you for taking the time to complete this questionnaire. Your responses will be used to identify areas where we can improve our service to you.

Once completed please scan and return via email to

[clinton.vince@probe-oil-tools.com](mailto:clinton.vince@probe-oil-tools.com)

Your name: .....

Company: .....

Date: .....

Please feel free to make comments you feel may be relevant to this questionnaire.