PREVENTA

# CUSTOMER SATISFACTION SURVEY

| COMPANY NAME AND ADDRESS: | | |
|---|---|---|
| DATE: | NAME AND SURNAME OF THE PERSON FILLING THE SURVEY: | POSITION OF THE PERSON FILLING THE SURVEY: |
| | | |

1. **How did you get information about our company?**
   - ○ Website
   - ○ Printed materials (brochures, leaflets)
   - ○ Direct contact (Sales Representative)
   - ○ From other customers
   - ○ Professional Expositions
   - ○ Other
2. **Are you satisfied with the cooperation with our company?**
   - ○ Yes
   - ○ No
3. **How do you rate the quality of the products and services offered by our company ?**
   - ○ Excellent
   - ○ Very good
   - ○ Good
   - ○ Fair
   - ○ Poor
4. **Do you have any reservations about the execution of the order placed in our company?**
   - ○ Yes
   - ○ No
5. **How do you rate the timeliness of order fulfillment by our company?**
   - ○ Excellent
   - ○ Very good
   - ○ Good
   - ○ Fair
   - ○ Poor
6. **How do you rate the our Customer Service (friendliness, availability, willingness to help)?**
   - ○ Excellent
   - ○ Very good
   - ○ Good
   - ○ Fair
   - ○ Poor
7. **How do you rate the competences and knowledge of our employees?**
   - ○ Excellent
   - ○ Very good
   - ○ Good
   - ○ Fair
   - ○ Poor
8. **How do you rate the prices of products offered by our company?**
   - ○ Excellent
   - ○ Very good
   - ○ Good
   - ○ Fair
   - ○ Poor

**CUSTOMER SUGGESTIONS AND COMMENTS:**

**DATE AND SIGNATURE:**

| QUESTION | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | TOTAL |
|---|---|---|---|---|---|---|---|---|---|
| POINTS | | | | | | | | | |