

CUSTOMER SATISFACTION SURVEY

CUSTOMER: _____

DATE: _____

CONTACT PERSON: _____

EMAIL: _____

THANK YOU FOR YOUR SUPPORT. IN ORDER TO GET US IMPROVED AND SERVE YOU BETTER, WE NEED YOUR HELP TO COMPLETE THE SURVEY AND RESPOND US BY EMAIL:

PROJECT	SATISFACTION COMMENTS			
	EXCELLENT	GOOD	FAIR	POOR
(1) THE QUALITY OF PRODUCT APPEARANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(2) THE QUALITY OF PRODUCT PERFORMANCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(3) THE QUALITY OF PACKAGING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(4) THE EFFICIENCY AND SERVICE OF SALES REPRESENTATIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(5) THE QUALITY OF OTHER SERVICES (PLEASE INDICATE THE DETAIL: _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(6) THE SELLING PRICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(7) THE PERFORMANCE OF PRODUCT DELIVERY TIME	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(8) THE PERFORMANCE OF HANDLING WARRANTY CLAIM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(9) THE INNOVATION AND CREATIVITY OF DEVELOPING NEW PRODUCTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(10) THE COMPETITIVENESS BETWEEN OUR PRODUCTS AND OTHER BRANDS _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PLEASE LIST THE BRAND NAME _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS AND SUGGESTIONS

WHAT IS YOUR RECOMMENDATION TO OUR CONTINUOUS IMPROVEMENT?

NOTE: Please Email this survey to tntitanium@outlook.com for analysis and presentation to management.

Thank you for taking the time to respond.