



CUSTOMER SATISFACTION SURVEY

Thank you for taking the time to complete the Customer Satisfaction Survey.
The survey should only take less than five minutes of your time to complete. Please forward this survey back to me.

This is an active form by clicking on the appropriate box will leave an X.
Please rate your satisfaction level by checking the appropriate box for each of the following statements:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the quality of our product? (Product quality and delivery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How satisfied are you with our data products? (Timely, accurate, complete Design Reviews and/or End Item Data Packages)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How do you rate the response time of our sales staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How satisfied are you with cost? (Competitively priced)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How satisfied are you with schedule? (Products delivered on schedule, met delivery needs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. How satisfied are you with performance? (Products meeting performance requirements)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. How satisfied are you with communication with our product teams? (Weekly meetings, Kickoffs, Design reviews, Procedure approval, technical questions)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. What if any improvements would you like to see?					

Company Name: _____

Customer Name: _____