

MICROBIOTECH S.R.L.
CUSTOMER SATISFACTION QUESTIONNAIRE

Dear Customer,
In order to offer you a better service, we would be glad if you would answer the following questionnaire:

CUSTOMER.....ADDRESS.....
CITY.....COUNTRY.....

1. How do you consider, in terms of courtesy, the treatment you received from our office staff?

Very good *Good* *Quite Good* *Sufficient* *Bad*

2. How would you judge in terms of clearness and usefulness our informative (Brochures, Catalogues, Internet Site) and technical material (technical data sheets, technical data files)?

Very good *Good* *Quite Good* *Sufficient* *Bad*

3. How would you judge the lead times for receipt of our offers, price-lists, technical and informative material requested?

Very good *Good* *Quite Good* *Sufficient* *Bad*

4. How would you judge the treatment received from our staff regarding information on offers, prices and technical information?

Very good *Good* *Quite Good* *Sufficient* *Bad*

5. How would you judge our lead times for the delivery of your order?

Very good *Good* *Quite Good* *Sufficient* *Bad*

6. How would you judge our products in respect to your order requirements?

Very good *Good* *Quite Good* *Sufficient* *Bad*

7. How would you judge the service received in its entirety?

Very good *Good* *Quite Good* *Sufficient* *Bad*

Comments and suggestions:

Date _____

Signature _____