

Dear Customer,

We kindly ask you to give a few minutes of your time to express your judgement on the quality level of our products and services; this will help us improve and offer you greater customer satisfaction.

Thank you for your collaboration.

Stamp and signature

COMPANY

Filled in by _____ date _____

	CHARACTERISTICS TO BE EVALUATED	Specify the importance attributed by you to the respective characteristic	MARK
Commercial characteristics			
1	Completeness of contents of the offers received	↓ ↔ ↑	☹️ 😐 😊
2	Communication with our Area Managers	↓ ↔ ↑	☹️ 😐 😊
3	Purchase price of our products	↓ ↔ ↑	☹️ 😐 😊
Product characteristics			
4	Quality level of our products	↓ ↔ ↑	☹️ 😐 😊
5	Packing of finished products	↓ ↔ ↑	☹️ 😐 😊
6	Identification of packed products	↓ ↔ ↑	☹️ 😐 😊
Service characteristics			
7	Product conformity with regard to the order	↓ ↔ ↑	☹️ 😐 😊
8	Observance of delivery times	↓ ↔ ↑	☹️ 😐 😊
9	Flexibility in execution of urgent orders	↓ ↔ ↑	☹️ 😐 😊
10	Communication with our organisation – commercial area	↓ ↔ ↑	☹️ 😐 😊
11	Communication with our organisation – after-sales area – technical service	↓ ↔ ↑	☹️ 😐 😊
12	Assistance in problem solution	↓ ↔ ↑	☹️ 😐 😊
13	Innovation and creation of new products	↓ ↔ ↑	☹️ 😐 😊
14	Did it bother you to receive the present questionnaire?		YES NOT

Other characteristics which should be monitored – in your opinion

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PLEASE RETURN BY FAX TO NUMBER +39 – (0)445 - 364450