



## CUSTOMER SATISFACTION SURVEY

To Our Valued Customers:

In our journey towards better servicing our customer's needs and achieving complete customer satisfaction, we are sending this survey to you for your input in understanding what Gator Stamping does well and what we need to work on. We are confident that both organizations will benefit from the results of this survey.

Considering the above, we ask you kindly to answer the following questions and return the survey to us at your earliest convenience. Any additional comments you might have are appreciated. Please fax completed survey to (941) 756-5320 or complete the online version at our website: [www.gatorstamping.com](http://www.gatorstamping.com)

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Please circle the appropriate response to each question:

**1 – Poor, 2 - Below Average, 3 - Average, 4 - Above Average, 5 – Excellent**

Date: \_\_\_\_\_ Company Name: \_\_\_\_\_

Your Name: \_\_\_\_\_ Title: \_\_\_\_\_

**How do you rate Gator Stamping on.....?**

**Comments**

**Product Quality**            1            2            3            4            5

\_\_\_\_\_

**Meeting Delivery Dates**    1            2            3            4            5

\_\_\_\_\_

**Overall Pricing**            1            2            3            4            5

\_\_\_\_\_

**Customer Service**            1            2            3            4            5

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**Information Response**    1            2            3            4            5

\_\_\_\_\_

**Time**

**Technical Support**            1            2            3            4            5

\_\_\_\_\_

**Shipping Conditions**        1            2            3            4            5

\_\_\_\_\_

**Drive for Customer 1  
Satisfaction**            2            3            4            5            \_\_\_\_\_

**How do we compare**            1            2            3            4            5

\_\_\_\_\_

**with our competitors?**

<b>Overall Performance</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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**Additional Comments:**

Form Date: 08/01/08

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