

CUSTOMER SATISFACTION SURVEY

Instructions:

1. Rate each question on a scale of 0 to 5 (5 being very satisfied and 0 being not applicable).
2. Mark appropriate box with "X" to indicate answer.
3. Return completed form to DLISales@Knowles.com , return by fax at 315-655-8179 or mail to Dielectric Laboratories, Inc. 2777 Route 20 East, Cazenovia, NY 13035.

HOW SATISFIED ARE YOU WITH	N/A 0	Very Unsatisfied 1	Somewhat Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
1. Delivery Performance						
2. Quality of Product						
3. Quality of Packaging						
4. Professionalism						
5. Lead Time between order and delivery						
6. Customer Service						
7. Engineering Availability						
8. Responsiveness to complaints and/or corrective action requests						

Any Additional Comments:

Company Name: _____

Name of Person Completing Survey: _____

Position: _____

Date: _____