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## CUSTOMER SATISFACTION SURVEY

Dear Customer,

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Survey to help us ensure that our standard of customer care exceeds expectations wherever possible.

Thank you for your collaboration.

Company  Product   
Contact  Date

EVALUATION TARGET CHARACTERISTICS	Specify our quality level noticed by you
<b>Commercial characteristics</b>	
1. Richness of contents of received offers	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
2. Documentation we provided you after the order	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
3. Selling price of our goods	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<b>Products characteristics</b>	
4. Quality level of our goods	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
5. Mechanical and physical characteristics of our goods	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
6. Respect of dimensional requirements	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
7. Packing quality of final products	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
8. Tracking of packages and shipped products	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<b>Service characteristics</b>	
9. Documentation about production conformity	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
10. Shipping time respect	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
11. Flexibility in the management of urgent orders	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
12. Communication with our company	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
13. Assistance in problem solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
14. Ability in studying and providing new solutions	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
15. Have you been annoyed by receiving this survey?	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

Other characteristics that, in your opinion, should be monitored

Please return

- via fax to number [+39 02 66506103](tel:+390266506103)
- via mail to address [info@digital-instruments.com](mailto:info@digital-instruments.com)