



Suzuki Motorcycles Service CSI Questionnaire

Your Service Experience

Welcome

Welcome to the Suzuki Motorcycles Service Customer Satisfaction Survey. As you are a valued client we welcome comments on your experience with the dealership while your motorcycle was in for service. Your feedback will enable us to continually improve the level of service delivered to you and all Suzuki owners.

When completing the survey please base your answers on your experience with the most recent service experience of this new Suzuki only.

Privacy Statement

All answers will be treated as completely confidential and will be used by Suzuki Australia evaluating customer experience and training to improve process and procedures.

However for improvements to be made, it is valuable to discuss an owner's experience with the relevant Suzuki dealer. We therefore ask your permission to return this survey to the relevant Suzuki dealer

- I approve for this survey to be returned to the relevant dealer with my personal details.
- I approve for this survey to be returned to the relevant dealer EXCLUDING my personal details. (In this instance the dealership will only see the scores and comments for each question)

If chosen, this survey will be marked as invisible to dealers.

Please read the above Privacy Statement and select your privacy preference to continue the survey.

Section 1

Q1	Do you still own this motorcycle?	Code	Route
	<input type="checkbox"/> Yes	1	Q5
	<input type="checkbox"/> No	2	Q2

Q2	Have you purchased another motorcycle?	Code	Route
	<input type="checkbox"/> Yes	1	Q3
	<input type="checkbox"/> No	2	Q4

Q3	Which brand have you purchased?	Code	Route END
	<input type="checkbox"/> Aprilia	1	
	<input type="checkbox"/> BMW	2	
	<input type="checkbox"/> BRP Australia	3	
	<input type="checkbox"/> CF MOTO	4	
	<input type="checkbox"/> Ducati	5	
	<input type="checkbox"/> Harley Davidson	6	
	<input type="checkbox"/> Honda	7	
	<input type="checkbox"/> Husqvarna	8	
	<input type="checkbox"/> Hyosung	9	
	<input type="checkbox"/> Kawasaki	10	
	<input type="checkbox"/> KTM	11	
	<input type="checkbox"/> Kymco	12	
	<input type="checkbox"/> Piaggio	13	
	<input type="checkbox"/> Polaris	14	
	<input type="checkbox"/> Suzuki	15	
	<input type="checkbox"/> SYM	16	
	<input type="checkbox"/> TGB	17	
	<input type="checkbox"/> Triumph	18	
	<input type="checkbox"/> Vespa	19	
	<input type="checkbox"/> Yamaha	20	
<input type="checkbox"/> Other_____	0		

Q4	What is the reason for selling?	Code	Route END
	<input type="checkbox"/> Personal	1	
	<input type="checkbox"/> Reliability	2	
	<input type="checkbox"/> No longer ride	3	
	<input type="checkbox"/> Other, please specify_____	0	

Q5	Approximately how many kilometers have you travelled on this Suzuki?	Code	Route Q6
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	_____kms	-	
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Q6	Do you take your Suzuki to an authorised Suzuki dealer for service or repair?	Code	Route
	<input type="checkbox"/> Yes	1	Q7
	<input type="checkbox"/> No	2	Q8

Q7	Which authorised dealer do you take your bike for service? [List of Dealers]	Code	Route Q12
		-	

Q8	What is the reason for not servicing your bike at the authorised dealer?	Code	Route Q9
	<input type="checkbox"/> Price is cheaper	1	
	<input type="checkbox"/> I trust the workshop I go to more	2	
	<input type="checkbox"/> The location of the workshop is more convenient	3	
	<input type="checkbox"/> I serviced my Suzuki myself	4	
	<input type="checkbox"/> Service personnel more knowledgeable	5	
	<input type="checkbox"/> Parts availability	6	
	<input type="checkbox"/> Service completed faster and on time	7	
	<input type="checkbox"/> Cost of parts	8	
	<input type="checkbox"/> Service facility looks better	9	
	<input type="checkbox"/> Friendlier and more likeable personnel	10	
	<input type="checkbox"/> Appointment available sooner	11	
	<input type="checkbox"/> Overall cost of service lower	12	
	<input type="checkbox"/> Other, please specify_____	13	

Q9	How likely are you purchase another Suzuki motorcycle?	Code	Route Q10
	<input type="checkbox"/> 1 - Very unlikely	1	
	<input type="checkbox"/> 2	2	
	<input type="checkbox"/> 3	3	
	<input type="checkbox"/> 4	4	
	<input type="checkbox"/> 5	5	
	<input type="checkbox"/> 6	6	
	<input type="checkbox"/> 7	7	
	<input type="checkbox"/> 8	8	
	<input type="checkbox"/> 9	9	
	<input type="checkbox"/> 10 - Extremely likely	10	

Q10	You plan to purchase your next motorcycle in how	Code	Route
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	many years?		END
	<input type="checkbox"/> Less than 1 year	1	
	<input type="checkbox"/> 1 year	2	
	<input type="checkbox"/> 2 years	3	
	<input type="checkbox"/> 3 years	4	
	<input type="checkbox"/> 4 years	5	
	<input type="checkbox"/> 5 years	6	
	<input type="checkbox"/> More than 5 years	7	
	<input type="checkbox"/> Not at all	0	Q11

Q11	Why wouldn't you purchase another Suzuki motorcycle? _____	Code -	Route END
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Q12	Is your servicing dealer the same dealership where you bought your Suzuki Motorcycle?	Code	Route
	<input type="checkbox"/> Yes	1	Q14
	<input type="checkbox"/> No	2	Q13

Q13	What is the reason for not servicing your bike at the same dealer where you purchased your motorcycle?	Code	Route Q14
	<input type="checkbox"/> Service personnel more knowledgeable	1	
	<input type="checkbox"/> Parts availability	2	
	<input type="checkbox"/> Service completed faster and on time	3	
	<input type="checkbox"/> Cost of parts	4	
	<input type="checkbox"/> Service facility looks better	5	
	<input type="checkbox"/> Friendlier and more likeable personnel	6	
	<input type="checkbox"/> Appointment available sooner	7	
	<input type="checkbox"/> Overall cost of service lower	8	
	<input type="checkbox"/> Location	9	
	<input type="checkbox"/> Other, please specify _____	0	

Section 2

Q14	Please rate your authorized Suzuki Servicing Dealer on: Convenience (Scale 1-10)	Code	Route Q15
	- Convenience of service hours	Q14a	
	- Access of the drop off and pick up area when having your motorcycle serviced	Q14b	
	- Clearly visible direction signage to service area and parking	Q14c	

	- Overall location of the service facility	Q14d	
<input type="checkbox"/>	1 - Poor	1	
<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	
<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 - Excellent	10	

Q15	Please rate your authorised Suzuki Servicing Dealer on: Value for Money (Scale 1-10)	Code	Route Q16
	- The value for money for the service you received	Q15a	
	- The value for money of any parts and or accessories purchased at the time of service	Q15b	
<input type="checkbox"/>	1 - Poor	1	
<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	
<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 - Excellent	10	

Q16	Please rate your authorised Suzuki Servicing Dealer on: Facilities (Scale 1-10)	Code	Route Q17
	- Cleanliness and appearance of service parking area	Q16a	
	- Cleanliness and appearance of service area	Q16b	
	- Cleanliness and appearance customer of waiting lounge/area	Q16c	
	- Parts & Accessory display	Q16d	
	- General Dealership presentation	Q16e	
<input type="checkbox"/>	1 - Poor	1	
<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	

<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 - Excellent	10	

Q17	Please rate your authorised Suzuki Servicing Dealer on: Professionalism (Scale 1-10)	Code	Route Q18
	- The dealership staff made me feel welcome	Q17a	
	- Dealership staff easily identified (company shirt, name tags)	Q17b	
	- How friendly and engaging the dealership staff are	Q17c	
	- Overall appearance of service advisor/receptionist	Q17d	
	<input type="checkbox"/> 1 - Poor	1	
	<input type="checkbox"/> 2	2	
	<input type="checkbox"/> 3	3	
	<input type="checkbox"/> 4	4	
	<input type="checkbox"/> 5	5	
	<input type="checkbox"/> 6	6	
	<input type="checkbox"/> 7	7	
	<input type="checkbox"/> 8	8	
	<input type="checkbox"/> 9	9	
<input type="checkbox"/> 10 - Excellent	10		

Q18	Please rate your authorised Suzuki Servicing Dealer on: Quality (Scale 1-10)	Code	Route Q19
	- Expertise and competence of service personnel	Q18a	
	- Explanation of parts and service costs	Q18b	
	- Service work completed on time	Q18c	
	- Explanation of work carried out	Q18d	
	- Promptness in handling service/repair work	Q18e	
	- Cleanliness of motorcycle when returned from service/repair	Q18f	
	<input type="checkbox"/> 1 - Poor	1	
	<input type="checkbox"/> 2	2	
	<input type="checkbox"/> 3	3	
	<input type="checkbox"/> 4	4	
	<input type="checkbox"/> 5	5	
	<input type="checkbox"/> 6	6	
	<input type="checkbox"/> 7	7	
<input type="checkbox"/> 8	8		
<input type="checkbox"/> 9	9		

<input type="checkbox"/>	10 – Excellent	10	
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Q19	Did the service department fulfill your service requests/concerns first time?	Code	Route
<input type="checkbox"/>	Yes	1	Q21
<input type="checkbox"/>	No	2	Q20

Q20	Please select the reason for a return visit	Code	Route Q21
<input type="checkbox"/>	Parts required not available on the day	1	
<input type="checkbox"/>	Technical concern not able to fix on the day	2	
<input type="checkbox"/>	Concern not rectified correctly	3	
<input type="checkbox"/>	Additional concern found during or after service	4	
<input type="checkbox"/>	Too busy on the day to action list of concerns	5	
<input type="checkbox"/>	Other, please specify_____	0	

Section 3

Q21	Did your servicing dealer make contact with you a few days after service or repair work to make sure that everything was done to your satisfaction?	Code	Route Q22
<input type="checkbox"/>	Yes	1	
<input type="checkbox"/>	No	2	

Q22	Please rate your authorised Suzuki Servicing Dealer on: Overall Satisfaction (Scale 1-10)	Code	Route Q23
<input type="checkbox"/>	1 – Poor	1	
<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	
<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 – Excellent	10	

Q23	How likely are you to return to this Suzuki dealer for future service needs? (Scale 1-10)	Code	Route Q24
<input type="checkbox"/>	1 – Poor	1	

<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	
<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 – Excellent	10	

Q24	How likely are you to recommend this servicing dealer to Friends or Family? (Scale 1-10)	Code	Route END
<input type="checkbox"/>	1 – Poor	1	Q25
<input type="checkbox"/>	2	2	
<input type="checkbox"/>	3	3	
<input type="checkbox"/>	4	4	
<input type="checkbox"/>	5	5	
<input type="checkbox"/>	6	6	
<input type="checkbox"/>	7	7	
<input type="checkbox"/>	8	8	
<input type="checkbox"/>	9	9	
<input type="checkbox"/>	10 – Excellent	10	

Q25	Why wouldn't you recommend your servicing dealer to a friend or family? _____	Code	Route END
		-	

Thank you

Thank you for your time and effort in completing Service CSI.

(By clicking SUBMIT, you will be no longer allowed to modify your submitted answers.)

[Redirect customers to http://www.suzukimotorcycles.com.au/](http://www.suzukimotorcycles.com.au/)