



# Customer Satisfaction Survey

DATE: \_\_\_\_\_

**COLONIAL / HAN-DEE SPRING** is an ISO 9001:2000 & 9100-B Registered company. A criterion of ISO 9001:2000 is to implement a documented process to monitor customer satisfaction or dissatisfaction and evaluate the trends for improvement. We would appreciate your efforts to respond to our survey. Please fax the completed survey to (860) 582-9875, or e-mail it back to us. Please type an "X" in the appropriate box to rate the following categories giving a **"1" for Completely Satisfied, "2" for Satisfied, "3" for Needs Improvement and "4" for Poor.**

	1	2	3	4
<b>I. CUSTOMER SERVICE:</b>				
A. COLONIAL / HAN-DEE SPRING staff is helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. COLONIAL / HAN-DEE SPRING are quick to respond when asked for help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. COLONIAL / HAN-DEE SPRING staff conducts themselves in a professional, courteous, and caring manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>II. QUALITY:</b>				
A. COLONIAL / HAN-DEE SPRING Quality team responds to our Quality problems in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. COLONIAL / HAN-DEE SPRING Quality Department completes their designated responsibilities within the time frame scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. COLONIAL / HAN-DEE SPRING personnel are committed to providing us with high quality parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. COLONIAL / HAN-DEE SPRING ISO Certification has greatly assisted us in solidifying our long-term relationship with them as a supplier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>III. DELIVERY:</b>				
A. Product arrives in good condition at the designated ship location (s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Product arrives on time, when it is scheduled.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Shipment documentation is accurate and consistent with our requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>IV. VALUE:</b>				
A. We consider COLONIAL / HAN-DEE SPRING a valuable supplier of products to our company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Invoicing accuracy for product shipped and received is consistent with our requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. COLONIAL / HAN-DEE SPRING brings additional value to the normal supplier/customer relationship as a result of the ongoing personal attention on programs awarded.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. COLONIAL / HAN-DEE SPRING Design and Engineering support is a valuable resource for our company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments (optional): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Survey Completed by (optional): \_\_\_\_\_

Company / Name \_\_\_\_\_



**Thank you for filling out our Customer Satisfaction Survey!**

