



Customer Survey
Laydon Composites Ltd.

Customer: _____

Date: _____

Representative: _____

1) Which product line(s) do you purchase from us?

Trailer Fairings	Cab Air Fairings	Nose Fairings	Other (Please Specify)

2) Has LCL been able to meet all schedule requirements and schedule changes?

Consistently Fails to Meet Expectation 1	Occasionally Fails to Meet Expectation 2	Meets Expectation 3	Occasionally Exceeds Expectation 4	Consistently Exceeds Expectation 5
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3) How would you rate LCL sales and customer service?

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4) How would you rate LCL technical support?

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5) How responsive has LCL been to issues at your facility?

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6) How do you rate the quality of our product?

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7) How do you rate the packaging of our product?

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8) How do you rate the appearance of our product?

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9) How do you rate the ease of assembly of our product?

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10) How do you rate the ease of serviceability of our product?

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11) How would you rate LCL overall as a supplier?

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12) How likely are you to recommend LCL to a friend or colleague?

Very Unlikely	Somewhat Unlikely	Likely	Somewhat Likely	Very Likely

13) What else can we do to serve you better or provide you with a better quality part?

When you have completed this form, please e-mail back to aacott@laydoncomp.com or FAX to (905) 829-9701 Attn: QRM

Thank you for your time.