



# Customer Satisfaction Survey

Dear Customer,

As a company we are dedicated to continuous improvement in all aspects of production and customer service. This includes our preventative action discipline prior to manufacture with swift and positive corrective action after production has begun. Your feedback will help us maintain the quality of excellence you have come to expect from Rieker.

Please fill out the following survey, provide additional feedback as necessary, and send to our Quality & Compliance Department: fax (610- 500-2002) or email [quality@riekerinc.com](mailto:quality@riekerinc.com)

Thank you for taking the time to rate us and provide us with your comments and suggestions.

Customer Satisfaction Survey				
Please rate the following:	Very Satisfied	Satisfied	Needs Improvement	Extremely Dissatisfied
Sales and Customer Service Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical Service and Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordering Accuracy and Procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional and Courteous Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Ease of Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems resolved quickly and to your satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How can we continually improve our products to meet your expectations?				
Additional comments and suggestions?				
Thank you for your input. The information on this survey will be used to improve the quality and service provided by Rieker, Inc. <b>Please provide the following contact information:</b>				
Contact Name				
Organization/Company				
Day Time Phone				
E-mail Address				

<b>Rieker Rugged. Rieker Reliable.</b>			
RIEKER INC • 34 MOUNT PLEASANT ROAD • ASTON • PA • 19014 • USA			
610-500-2000	fax: 610-500-2002	<a href="mailto:inquiry@riekerinc.com">inquiry@riekerinc.com</a>	<a href="http://www.riekerinc.com">www.riekerinc.com</a>

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