

CUSTOMER SATISFACTION QUESTIONNAIRE

In order to improve our service, we would kindly ask you to express your opinion by placing an **X** in the tables below to indicate the level of importance you place on each question and the related degree of satisfaction. If you wish to add notes and/or explanations to your assessment, please use the “comments” box, After completing the Questionnaire, please forward it by e-mail to info@gemindustries.com, Thank you for your active collaboration.

DEGREE OF SATISFACTION	10	8	6	4	2
	Extremely satisfied	very satisfied	satisfied	unsatisfied	very unsatisfied

terms	Service aspect	DEGREE OF SATISFACTION				
		10	8	6	4	2
Satisfaction regarding products:	Quality and performance characteristics					
	Quality/Price ratio					
	Technical support documentation/certificates					
	Reliability in accordance with customer’s specifications					
	Range of products offered					
	Delivery time					
	Market – satisfaction level					

Suggestions/Comments:

Satisfaction regarding general aspects of the service	Ability and availability of personnel to solve problems					
	Care and completeness of responses					
	Accuracy of the invoices and clarity of documentation					
	Credibility and efficiency of communication					
	Ability and availability of Area Agent					
	Terms of payment					

Suggestions/Comments:

Satisfaction regarding business material: CATALOGUES	Clarity / legibility / effectiveness					
	Updating and availability					
	Functionality / ease of use					

Suggestions/Comments:

Satisfaction regarding supplier	Punctuality of deliveries					
	Appropriate packaging					
	Claim-management and after sales support					

Suggestions/Comments: