

Customer satisfaction questionnaire/report

Doc. QA/15e
Rev. 0

Please provide your opinion on **SATISFACTION** and **IMPORTANCE** using the marks from 10 to 6, where 10 indicates "extremely satisfied" and 6 indicates "extremely unsatisfied".

SUPPLIER	STRATEGIC	IMPORTANT	SECONDARY
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PRODUCT QUALITY	IMPORTANCE					SATISFACTION				
	6	7	8	9	10	6	7	8	9	10
QUALITY/RELIABILITY										
COMPLETENESS OF PRODUCT RANGE										
INNOVATION										
USER INSTRUCTION / DOCUMENTATION										

SERVICES	IMPORTANCE					SATISFACTION				
	6	7	8	9	10	6	7	8	9	10
ON-TIME DELIVERY										
COMPLETENESS OF DELIVERY										
TECHNICAL-COMMERCIAL DOCUMENTATION										
MARKETING										
MAINTENANCE / REPAIR SERVICE										
OVERALL WARRANTY ON THE SERVICE PROVIDED										

CUSTOMER RELATIONSHIP	IMPORTANCE					SATISFACTION				
	6	7	8	9	10	6	7	8	9	10
EASY TO CONTACT AND ALWAYS AVAILABLE										
OPERATORS' COURTESY										
COURTESY AND AVAILABILITY OF YOUR APPOINTED CONTACT										
CAPABILITY TO UNDERSTAND YOUR REQUIREMENTS										
READINESS TO ANSWER TO YOUR REQUESTS										
CLEARNESS AND ACCURACY OF ANSWERS										
EXPERTISE AND TECHNICAL SKILLS										
REQUESTS FULFILLED IN TIMELY MANNER										
PRE-SALES TECHNICAL SUPPORT										
AFTER-SALES TECHNICAL SUPPORT										
BRAND NAME RECOGNITION										

OVERALL SATISFACTION ON ALFAUTOMAZIONE	SATISFACTION				
	6	7	8	9	10

Notes and suggestions:

COMPANY NAME

YOUR POSITION

E-MAIL

DATE

UNI EN ISO CERTIFIED COMPANY

STAMP AND SIGN