

Customer Satisfaction Questionnaire

Dear Madam / Dear Sir

We are firmly committed to customer satisfaction. To further improving of our services we would like to ask you for the completion of following customer satisfaction questionnaire. Through its completion you will help us not only to improve our services, but also to improve and develop our mutual business relations. For completing the questionnaire, thank you in advance.

Ing. Michal Macháček
Head of Marketing Department

Basic data:

Customer (address, contact):	
Product (type, year of production, S/N):	

Customer evaluation:

1 = definitely satisfied; 2 = satisfied; 3 = unsatisfied; 4 = satisfied in no case

	1	2	3	4
• How were you satisfied with the quality and rate of processing of processing offer? (form and content of the offer) Commentary:	☐	☐	☐	☐
• How were you satisfied with the fulfillment of delivery dates? (compliance with date of machine delivery) Commentary:	☐	☐	☐	☐
• How were you satisfied with the quality of machine installation? (quality and rate of installation, company fitters work) Commentary:	☐	☐	☐	☐
• How were you satisfied with the sales manager approach? (communication, behavior and technical knowledge) Commentary:	☐	☐	☐	☐
• How were you satisfied with completeness of documentation to the order? (completeness of pre-dispatch documentation and manuals) Commentary:	☐	☐	☐	☐
• How were you satisfied with solutions of your specific requirements? Commentary:	☐	☐	☐	☐
General evaluate, recommendation, others perception.				

Date:

Evaluated by (name / position):