

	Forms	FOR 271
	Customer satisfaction survey	Rev 01
		Sheet 1 of 1

Company Name:

Date:

Filled in by:

- | | | Satisfaction | | | | |
|---|---|--------------------------|---|---|---|---|
| | | 5 | 4 | 3 | 2 | 1 |
| | | Satisfied ⇔ Dissatisfied | | | | |
| 1 | Are you satisfied with the service of WDH Cylinders? | 5 | 4 | 3 | 2 | 1 |
| | - To what extent do our offers meet your demand | | | | | |
| | - What do you think about the turnaround time of our quotes | | | | | |
| | - What do you think about the turnaround time of our drawings | | | | | |
| | - How do you like the aftercare of WDH Cylinders | | | | | |
| 2 | Are you satisfied about the contact with our employees? | 5 | 4 | 3 | 2 | 1 |
| | - Kindness with which you are addressed | | | | | |
| | - Speed with which our employee answers your question | | | | | |
| | - Technical expertise of the employee | | | | | |
| 3 | Are you satisfied about the quality of the products which are delivered? | 5 | 4 | 3 | 2 | 1 |
| | - Quality of new cylinders | | | | | |
| | - Quality of refurbished cylinders | | | | | |
| | - Price/quality | | | | | |
| 4 | Are you satisfied with the logistics performance of WDH Cylinders? | 5 | 4 | 3 | 2 | 1 |
| | - Punctuality of delivery (delivery reliability) | | | | | |
| | - Flexibility of planning | | | | | |
| | - Completeness of deliveries | | | | | |
| | - Realization of urgent deliveries | | | | | |
| | - Packaging of the cylinders | | | | | |
| 5 | Are you satisfied with the way in which any complaints are handled? | 5 | 4 | 3 | 2 | 1 |
| | - Speed of processing | | | | | |
| | - Accuracy of handling | | | | | |
| | - Preventive action to prevent recurrence of complaints | | | | | |
| 6 | To what extent do you recommend WDH Cylinders to your business relations for our products? | | | | | |
| | always regularly sometimes rather not certainly not | | | | | |
| 7 | What would you like to see changed, as a customer, so we can offer better service? | | | | | |
| 8 | I have some additional questions and/or comments. Please contact me for this. | | | | | |

Please send your completed form to QD@wdh.nl.