

WG Henschen

F-912-001
Revision D
Customer Satisfaction Survey

Company Name: _____ Date: _____

Dear Valued Customer,

Thank you for selecting WG Henschen and allowing us the opportunity to serve you. Our goal is to not only provide top quality and superior service to our customer, but our cutting-edge inventory management system allows us to track our products 100% both in-house and in transit. In order for us to do even better, we need your help identifying which areas we are excelling in and which areas need improvement. Please take a moment to rate our customer service with 5 being the highest and 1 being the lowest.

SCORE

- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 1. Quotation response time: | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 2. Salespersons knowledge of our products: | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 3. Pricing competitiveness: | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 4. On time delivery: | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| 5. Product quality: | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |

Please provide any comments or suggestions on how we can improve our customer service:

May we use your company name when posting feedback on our company website? Yes No

May we contact you if we have any questions concerning our customer service rating? Yes No

Contact person: _____ Phone: _____

Sincerely,

Joan Hood

Quality Manager

Please return via FAX or email to WG Henschen:

Fax#: 480-348-8288

Email: jhood@wghco.com or Quality@wghco.com

