

CUSTOMER SATISFACTION SURVEY

Customer Name:		Contact Number:	
Company:		Product or Service:	

Please rank each category in the order of the importance that your company places in selecting its suppliers.

Priority Ranking = A - Top Priority or B, C, D, F = Least Priority.

Please rank the questions in each category using the performance rating system.

- 1 - Very Well.
- 2 - Above Average.
- 3 - Average.
- 4 - Below Average.
- 5 - Very Poor.

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Customer Service	1	2	3	4	5
Do you regard you to a friendly, courteous and helpful supplier when you contact us?					
Do you register with your supplier?					
Do you appreciate your needs for product when changed?					
Do you update you with information as required?					
How do we compare to your best supplier in customer service?					

Quality Planning and Performance	1	Performance Rating				
		2	3	4	5	
Do you provide the items necessary for your quality planning or better and product approval process in a timely manner?						
Do you consistently meet your product specific offers and quality requirements?						
How do we compare to your best supplier in overall quality planning and performance?						

Delivery Performance	Priority Ranking	Performance Rating				
		1	2	3	4	5
Do deliveries arrive on time at your facility?	A					
Are deliveries received in good condition?	A					
Are your lead times suitable for your needs?						
How do you rate the customer service you receive?						



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Supplier and Pricing		1	2	3	4	5
How well does the supplier compete with your current supplier?	A					
How well does the supplier respond to your quality issues in a timely manner?	A					
How well does the supplier compete in your pricing for quality?	A					
How would you rate the supplier's ability to meet your requirements?	A					

Supplier		1	2	3	4	5
How well does the supplier manage to provide a quality product with the lowest cost to you?	A					
How well does the supplier manage to provide a quality product with the lowest cost to you?	A					
How well does the supplier manage to provide a quality product with the lowest cost to you?	A					

Overall Performance	Priority Ranking	Performance Rating				
		1	2	3	4	5
How does our company compare to your best supplier in overall product and service quality?	B					



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Just a Few Additional Questions

Is your location satisfied with your supplier's performance for reasons why.

What additional capabilities would you like to see from us?

Any further comments that may help to help you?

How do you please rate us on overall rating

Excellent Good Average Poor

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Signature _____ Title _____