

CUSTOMER SATISFACTION FORM

Dear Customer,

We would very much appreciate you giving us a few minutes of your valuable time to complete this form. Your responses will help us to further improve the quality of our service and production.

After completing the survey, please would you re-send the form by e-mail to the address info@stellinigroup.com or to your usual contact's email address. Alternatively, if you prefer, by fax to the number +39 (0)331 072509

This questionnaire complies with the regulation provided by UNI EN ISO 9001:2008 e UNI EN ISO 14001:2004

Thank you very much in anticipation of your kind co-operation.

Yours sincerely,

1) SATISFACTION LEVEL ON OUR SUPPLIES AND SERVICES

Please mark with an (X).

Field	Factor	Description	Very satisfied	Satisfied	Quite satisfied	Not really satisfied	Unsatisfied
			5	4	3	2	1
COMMERCIAL	1	Lead times for quotations / price lists / shipping dates					
	2	Speed of samples deliveries					
	3	Quality/ price ratio for our products					
	4	Quality of our website					
	5	Quality of our marketing materials (catalogues, leaflets)					
	6	Sales agents' responses					
PRODUCTION	7	Production lead times for urgent orders					
	8	Ability for understanding and implementing your requests					
	9	Clarity of replies from our help-desk					
	10	Punctuality of deliveries					
	11	Quality of our products – fitness for purpose and sales appeal					
	12	Shipping documents – Easily readable and accurate					
	13	Tracking efficiency for orders in production and in transit					
QUALITY	14	Development of new certifications/products					
	15	Time taken to resolve product quality issues					
	16	Speed of response to resolve technical problems or claims					
	17	Comprehension and clarity of our Technical Data Sheets, certificates, test reports, etc.					

2) AMONG THE 17 FACTORS LISTED, WHICH ARE THE 5 MOST IMPORTANT ?

Please mark with an X the five factors which are most important for your level of satisfaction.

COMMERCIAL						PRODUCTION							QUALITY			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17



3) SUGGESTION

Please write any advice that could be helpful to improve our quality level.

CUSTOMER:	
EDITOR:	
POSITION:	
DATE:	

