



Customer Survey Form

Revision

01

Form No.

QAF-0304

Customer Name:**Date:****The Departments**How efficiently do you rate our internal departments?

Sales representatives

Customer service representatives

Technical services

Credit/Accounts

Poor Average Good Excellent

CommunicationIn general Artron BioResearch's representatives...

Understand my problem

Are able to solve my problem promptly

Are courteous

Are clear & easy to understand

Follow through with commitments / promises

Are knowledgeable

Are helpful

Poor Average Good Excellent

The Products & ServiceHow would you rate Artron on the following attributes?

Product/Service quality

Value for money

The ordering procedure

The delivery

First use experience

Long term usage experience

Problem solving and replacement turnaround times

Poor Average Good Excellent

The CompanyHow would you rate Artron on the following statements?

Is easy to do business with

Offers reliable products/services

Supplies stable products

Values you as a customer

Poor Average Good Excellent

**Your
Comments**

Please feel free to expand on your answers and add comments where you feel we could improve on our products & services

Overall Score out of 10: _____