COMEVAL, S.L.	**Customer Satisfaction Questionnaire**	**F-150107** Revisión: 01 Pág: 1 de 2

Dear Customer:

We thank you for your support on our Company; following our global quality planning we would need to know your perception about our Company, and offered products and services. Your opinion will help us to improve our weak points and better meet your demands. Please spare some minutes to fulfil this questionnaire.

Your Company identification is optional.
Company: _____
Please name those products your company usually buy from COMEVAL:
_____

_____

Rating: **(1-2) Extremely Poor, (3-4) Poor, (5) Enough, (6) Good, (7-8) Quite Good, (9-10) Excellent.**
Please tick a cross in the column "A" those 7 attributes out of the list most regarded as important by your Company.

VALUE RATING	1	2	3	4	5	6	7	8	9	10	A
PRODUCT & SERVICE QUALITY											
The Quality of our products is rated…											
Our Products performance is rated …											
The Quality / Price Ration is rated…											
The diversity of our scope of supply is rated…											
The Quality of the packing used in our expeditions dept is rated…											
Our average delivery Time is rated ...											
MARKETING SUPPORT											
The information provided by our Catalogue is rated…											
The information provided by our Web Site is rated..											
Our capability to sort out problems is rated…											
How do you rate our sales staff in the following aspects: Willingness …… Availability ..... Product Knowledge.....……											
Our Technical Staff reaction Capability is rated.....…											
Our Technical back up is rated.....											
The periodicity of our visits is rated.....…											
Our After Market service is rated.....…											
Our reaction to technical / service complains is rated.....…											
GLOBAL RATING											
Your interest in continuing business with COMEVAL is rated…											
How would you globally rate COMEVAL, S.L.?											
How would you rate the convenience of getting product training?											