

Customer Satisfaction Survey

Part 1 – Satisfaction

Listed below are key attributes involved in the supply of products and supporting services we offer you as our customer. Using the key below as a guide, please **circle** the number that most accurately reflects how **SATISFIED** or **DISSATISFIED** you are with Direct Chemicals in meeting your needs.

= **Low**, Very Dissatisfied

= **Medium**, Acceptable

= **High**, Totally Satisfied

		Low		Med		High
Product quality & technical performance	NA	1	2	3	4	5
Range of product types available	NA	1	2	3	4	5
Range of pack size available	NA	1	2	3	4	5
Quality, Safety and security of packaging	NA	1	2	3	4	5
Availability of product, are they in stock	NA	1	2	3	4	5
Speed of Delivery	NA	1	2	3	4	5
Reliability of Delivery times	NA	1	2	3	4	5
Quality of Delivery Notes and Invoices	NA	1	2	3	4	5
Delivery of product data sheet & COSHH data with delivery	NA	1	2	3	4	5
Availability of Sales Staff	NA	1	2	3	4	5
Helpfulness of Sales staff at point of ordering	NA	1	2	3	4	5
Ease of placing orders	NA	1	2	3	4	5
Technical knowledge of Sales staff	NA	1	2	3	4	5
Timeliness in receiving Quotations for tenders	NA	1	2	3	4	5
Competitive Pricing	NA	1	2	3	4	5
Before & After Sales Technical support	NA	1	2	3	4	5
Ease of use of our Product guide/Catalogue	NA	1	2	3	4	5
Ease of use of our electronic CD-ROM Product guide/Catalogue	NA	1	2	3	4	5
How informative is our product technical literature	NA	1	2	3	4	5
Handling of Complaints	NA	1	2	3	4	5

Part 2 – Awareness

Please **circle** 'Yes' or 'No', if you are aware or not of the products and services we can offer you.

We operate an ISO9001:2000 Quality management system	Yes	No
An extensive product range	Yes	No
Availability for next day delivery for items in stock	Yes	No
Product technical support	Yes	No
Product application and recommendation support	Yes	No
Our Product Guide is available as hard copy and electronic CD-ROM	Yes	No
Site visits	Yes	No

Part 3 – Importance

Listed below are key attributes involved in the supply of products and supporting services we offer you as our customer. Using the key below as a guide, please **circle** the number that most accurately reflects how **IMPORTANT** each attribute is to **YOU**.

1 = Low, Not Important **3** = Medium, Average **5** = High, Extremely Important

	Low		Med		High
Product quality & technical performance	1	2	3	4	5
Range of product types available	1	2	3	4	5
Range of pack size available	1	2	3	4	5
Quality, Safety and security of packaging	1	2	3	4	5
Availability of product, are they in stock	1	2	3	4	5
Speed of Delivery	1	2	3	4	5
Reliability of Delivery times	1	2	3	4	5
Quality of Delivery Notes and Invoices	1	2	3	4	5
Delivery of product data sheet & COSHH data with delivery	1	2	3	4	5
Availability of Sales Staff	1	2	3	4	5
Helpfulness of Sales staff at point of ordering	1	2	3	4	5
Ease of placing orders	1	2	3	4	5
Technical knowledge of Sales staff	1	2	3	4	5
Timeliness in receiving Quotations for tenders	1	2	3	4	5
Competitive Pricing	1	2	3	4	5
Before & After Sales Technical support	1	2	3	4	5
Ease of use of our Product guide/Catalogue	1	2	3	4	5
Ease of use of our electronic CD-ROM Product guide/Catalogue	1	2	3	4	5
How informative is our product technical literature	1	2	3	4	5
Handling of Complaints	1	2	3	4	5

Part 4 – What have we missed?

Please provide details of any products that you feel are missing in our range and you would like to see added for the future. Any other comments or recommendation that you may have would be gladly received.

Date:-	Name:	
	Company:	

Many thanks for taking the time to complete this survey, so you can receive a better service.