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### Customer Satisfaction Questionnaire

Customer :	Aktor /Eydap	Customer Order N° :	1618-LO-T-2792-F-P
Site :	Psyttalia Waste Water	CSQ. :	
Project N° :	15/03	Date	13-1-2016

Please provide a rating on how you think we performed in the areas listed below. Please '✓' or mark with a 'X' in the appropriate box.

Rating index: '0' = Very Unsatisfactory '10' = Exceeded all expectations

Overall how satisfied were you with.....	0	1	2	3	4	5	6	7	8	9	10	na
Our recent performance											✓	
Our response time to your enquiry											✓	
Our sales support											✓	
Our interpretation of requirements										✓		
Technical information provided										✓		
After sales communications												✓
Presentation of product / service and packaging											✓	
Product performance (meeting requirements)											✓	
Build / Service quality											✓	
Product / Service development and improvement											✓	
Delivery time											✓	
Delivery documentation											✓	
Carrier / courier performance											✓	

**Competitiveness:**

Your perception of STS against our competition (are we better / same / worse?)

Better than expected

What are we good at?

understanding of client needs

What could we improve on?

- technical information
- technical documentation
- overall package solution

*[Handwritten signature]*