

Customer Satisfaction Questionnaire

Customer :	LAITA	Customer Order N° :	062011
Site :	Val d'Ancenis	CSQ. :	
Project N° :	15 /02		

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	
Our recent performance										X		
Our response time to your enquiry									X			
Our sales support										X		
Our interpretation of requirements										X		
Technical information provided											X	
After sales communications	-----											NC
Presentation of product / service and packaging										X		
Product performance (meeting requirements)										X		
Build / Service quality										X		
Product / Service development and improvement	-----											NC
Delivery time												
Delivery documentation										X		
Carrier / courier performance										X		

Competitiveness:

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

What are we good at?

Reactivity - Diagnostic - Quality/Cost

What could we improve on?

French speaking