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Customer Satisfaction Questionnaire

Customer :	UIPSA	Customer Order N° :	
Site :	La Pobla de Claramunt, Spain	CSQ. :	02-14
Project N° :			

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								✓			
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?)

According to our perception STS is better than their competitors.

What are we good at?

You stand out for its reliability during the negotiation and fast execution of the work.

What could we improve on?

N/A

J. Colomar
 5/12/14