



ELECROTHERM - CUSTOMER SATISFACTION SURVEY

Dear Sirs,

In our continuous endeavours to provide excellent and quality products with superior service, we value all comments that will help us in reaching this goal.

Please check V in the appropriate box.

We thank you in advance for your time in answering this short survey.

		poor				excellent	
		1	2	3	4	5	Irrelevant
PRODUCT							
1	Was the product supplied as per the agreed schedule?						
2	Did the preliminary tests comply with your expectations?						
3	Did the received product is in compliance with the technical specifications?						
4	Are you satisfied with the product's quality?						
5	Did the received product was commissioned to your full satisfaction?						
6	Did you receive all necessary documentation?						
Additional comments							
COMMUNICATION							
1	Is our response time to quotation requests satisfactory?						
2	Is our quotation was in compliance with the technical requirements you presented?						
3	Are you satisfied with the coordination of our services: delivery date, installation coordination and others?						
4	Were the instructions for preparing the furnace area concise and clear?						
5	Did the technical documentation received is in compliance with your requirements?						
6	Are you satisfied with our team's professional level?						
7	Are you satisfied with our staff's courtesy?						
Additional comments							
SERVICE							
1	Was the installation completed according to agreed schedule?						
2	Are you satisfied with our response time to service calls?						
3	Does our service technician arrive according to coordinated date / time?						
4	Are you satisfied with our service during warranty period?						
5	Are you satisfied with our service after the warranty period?						
6	Are you satisfied from the professional level of our team?						
7	Was the technical training satisfactory?						
Additional comments							
Please share with us any recommendations that you feel will improve our products and service:							
Filled by: (name, position)							
Company							