

Customer Satisfaction Survey

Customer Name:	
Person Completing Survey:	Date:
Email & Phone:	Phone:

We would like to know what you think of our products and services. Please complete this short survey to provide us with feedback. Using a scale of 1 through 10; a 1 would indicate that you are very dissatisfied with the work product, a 5 would indicate indifference and a 10 would indicate that you are very satisfied.

#	Component Rating Key: 1 = Very Dissatisfied – 5 = Neutral – 10 = Very Satisfied	Rating
❶	Rate your experience with our Sales personnel. Were our personnel prompt, professional, and courteous?	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❷	Rate your experience with the receipt of your order. Was your order correct as ordered?	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❸	Rate your experience with on-time delivery. Did you receive the product on-time as expected?	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❹	Rate your impression of the quality of the product ordered.	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❺	Rate your impression of the value received for the product ordered.	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❻	Rate your experience with our packaging and intact delivery condition.	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❼	Rate your experience our product document. We upload and publish all product documentation to our web site http://www.tpcdental.com/ , navigate to the appropriate product and look for the 'Manual Tab'.	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❽	Rate the experience with our Customer Service representatives. Were our personnel prompt, professional, and courteous?	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❾	Rate your experience with the ease of installation, use and serviceability of our products.	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
❿	Rate your over-all experience with doing business with us. Would you recommend us to others for the products and experience that you have received?	Rate your impression > <input style="width: 50px; height: 20px;" type="text"/>
QUESTIONNAIRE TOTAL RATING:		<input style="width: 50px; height: 20px;" type="text"/>

Comments:

Please forward to: Quality Manager
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