

LETTERGOLD PLASTICS LTD

CUSTOMER SATISFACTION SURVEY

At Lettergold Plastics we constantly strive to provide all our customers with the highest quality of products and service. In order to help us identify areas where we can improve, we would be grateful if you could complete and return the short questionnaire below:

		1 = poor, 5 = excellent					Comments
		1	2	3	4	5	
1	What is your overall rating of the quality of product you have received from us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Just thinking about the administration of your orders, how would you rate the level of service you have received from us?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Just thinking about our delivery performance, how do you rate our ability to meet your delivery requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	As a company we pride ourselves in being able to react quickly to the changing requirements of our customers. How do you rate this aspect of our service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	In your contacts with us, how do you rate the general level of help and support we have offered you in relation to the products we have provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	How do you rate us overall as a supplier of products to your company?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Do you have any additional comments or suggestions on how we might improve the quality and service that we provide to you?						

Completed by: _____ **Company:** _____ **Date:** _____

Please Return to: Lettergold Plastics Ltd, Unit 4, Hammond Close, Newmarket, CB8 0AZ

THANK YOU FOR YOUR COMMENTS