



CUSTOMER SURVEY

In order to continually improve our quality of service to you, please fill in the form and fax back to Andwin Scientific at 818-999-0111. Responses are kept confidential.
A CSR will contact you to confirm receipt of the questionnaire. Thank you.

GENERAL CUSTOMER INFORMATION

Name of Person Completing Questionnaire		
Date	Customer Account #	
CSR		
Company		
Address		
Phone	Fax	Email
Position		

CUSTOMER SURVEY

- 1 Poor
- 2 Fair
- 3 Average
- 4 Good
- 5 Excellent

On a scale of 1 to 5, with 1 being Poor and 5 being Excellent, please respond to the following statements:

- | | | | | | | |
|---|---|---|---|---|-----|---------------------------------------------------------------------|
| 1 | 2 | 3 | 4 | 5 | N/A | Our order process is effective. |
| 1 | 2 | 3 | 4 | 5 | N/A | Our CSR's are knowledgeable and are able to effectively assist you. |
| 1 | 2 | 3 | 4 | 5 | N/A | Our sales support materials are clear, easy to use and complete. |
| 1 | 2 | 3 | 4 | 5 | N/A | We are responsive to your suggestions. |
| 1 | 2 | 3 | 4 | 5 | N/A | We effectively process special requests. |
| 1 | 2 | 3 | 4 | 5 | N/A | Your products are properly packaged. |
| 1 | 2 | 3 | 4 | 5 | N/A | Your products are properly identified. |
| 1 | 2 | 3 | 4 | 5 | N/A | Your products arrive in good condition. |
| 1 | 2 | 3 | 4 | 5 | N/A | You receive the correct product. |
| 1 | 2 | 3 | 4 | 5 | N/A | You receive the correct number of items. |
| 1 | 2 | 3 | 4 | 5 | N/A | Your orders arrive on time. |
| 1 | 2 | 3 | 4 | 5 | N/A | Our invoices are accurate and complete. |
| 1 | 2 | 3 | 4 | 5 | N/A | We effectively assist in returning product. |
| 1 | 2 | 3 | 4 | 5 | N/A | Your questions are answered promptly. |
| 1 | 2 | 3 | 4 | 5 | N/A | A CSR responds within 4 hours of a query. |

ADDITIONAL COMMENTS

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