

Customer Satisfaction Survey Form

As part of our improvement program to serve you better, we would appreciate your kind feedback on the following questions. Kindly complete the form and email us at <u>sales@smorris.co.uk</u>, Thank You!

Company	Date	
Name	Email	
Designation	Phone	

**Note: Please rate from 1 to 5, with 1 being the most negative and 5 as the most positive feedback; 3 will denote neutral or no comments.

(A) Customer Service

Your enquiry, request(s) and/or order(s) have been attended to promptly.

0	0	0	0	0
1	2	3	4	5
Strongly Disage	ree		St	rongly Agree

The staff(s) handling your enquiry, request(s) and/or order(s) is technically proficient and knowledgeable.

0	0	0	0	0
1	2	3	4	5
Strongly Disagro	ee		St	rongly Agree

(B) Product Quality & Pricing

Our products meet your specifications and quality requirements.

0	0	0	0	0
1	2	3	4	5
Strongly Disagree	5			Strongly Agree

Our product pricing is competitive and worthy of the quality delivered.

0	0	0	0	0
1	2	3	4	5
Strongly Disagree				Strongly Agree

(C) Order Processing, Delivery & Logistics

Your order(s) are processed accurately.

0	0	0	0	0
1	2	3	4	5
Strongly Disagree	e			Strongly Agree

You order(s) are delivered promptly and accurately according to planned schedule.

0	0	0	0	0
1	2	3	4	5
Strongly Disagree	2			Strongly Agree

Any other comments:

Thank you for your feedback!