

Customer Satisfaction Questionnaire

Customer - Company		Contact	
Captec Contact		Date	

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Questionnaire to help us ensure that our standard of customer care exceeds expectations wherever possible.

Please tick the appropriate box to indicate your degree of satisfaction.

Where: **1** = Excellent, **2** = Good, **3** = Satisfactory, **4** = Poor **5** = Very Poor

TOPIC	1	2	3	4	5	Comments / Improvement Suggestions
RESPONSIVENESS: How do you rate our responsiveness in dealing with you?						
PROFESSIONALISM: How do you rate our professionalism in dealing with you?						
TECHNICAL SUPPORT: If you received any technical support, how do you rate the technical competence of our engineers and their response time?						
PRODUCT QUALITY: How do you rate our products and services and did they meet your needs and expectations regarding quality and performance?						
DELIVERY: How do you rate our delivery on time performance and our commitment to meet your delivery expectations?						
COMPETITIVENESS: How do you rate the competitiveness of our products and do they represent best value for total cost of lifetime ownership?						
QUALITY: How do you rate our approach to quality management to ensure complete customer satisfaction?						
OVERALL: How do you rate Captec?						

Do you have any comments or suggestions that would help us improve our quality of customer service?
What do you like about our products and services, and how we add value to your business?
What do you dislike about our products and services, and how we add value to your business?
What could you buy from us but choose to buy from a different supplier? What are the factors influencing your decision?
How thoroughly do you believe we understand your business, and are able to add value to you?
What would we need to do to satisfy your requirements even more?
Do you measure our performance internally and how does Captec rate?
In the next 3-5 years how do you expect your business to change? How will we have to respond for you to remain a customer and grow our business together and what do we need to do to support you in this process?
Would you be prepared to recommend Captec to others? Yes <input type="checkbox"/> No <input type="checkbox"/>
Would you be prepared to provide a testimonial for use in our marketing? Yes <input type="checkbox"/> No <input type="checkbox"/>

Customer Signature: Date:

Company Confidential

Ref: SA12FR/04

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