

[organization name]

Appendix 1 – Customer Satisfaction Questionnaire

[Organization name] is oriented toward achieving complete satisfaction of our customers. For this purpose, we kindly ask you to fill in the following questionnaire and indicate to us your opinion on the improvement. The survey is anonymous, but you can sign it if you like.

First, define how important (1 – the least importance, to 5 – high importance) are the following characteristics for you, and then rate them (1 – satisfied, 5 – not satisfied).

No.	Aspect of Customer Satisfaction	Importance	Score
		(1-5)	(1-5)
1.	Product quality		
2.	Speed of response to changed requests		
3.	Compliance to contractual obligations		
4.	Flexibility to adapt and change services		
5.	Understanding and help with defining requests		
6.	Transparency of our sales department		
7.	Transparency and cooperation of our administrative/finance department		
8.	Price/terms of payment		
9.	Speed of complaint handling		
10.	Way of resolving complaints		
11.	Customer support after product delivery		
12.	Completeness of documentation accompanying product (technical manual, service manual, etc.)		

Commented [16A1]: Add aspects of importance for organization and delete unnecessary ones.

Commented [16A2]: Write in the level of importance of named characteristic using predetermined scale.

Commented [16A3]: Adapt to organization's business.

Is there anything else you would like to tell us?

How would you feel about recommending us to colleagues?

Commented [16A4]: Adapt to organization's needs.

[organization name]

Questionnaire filled in by: _____ Date: _____

For additional information regarding completion of the questionnaire, please contact [write in the name of person to contact, or phone number or email address or street address in the world address]

Please send the questionnaire back to an email address or by mail to the following address:
[write in the address]

[job title]

[name]

[signature]