

[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 possibilities for improvement. This survey is anonymous, but you can sign it if you like.

First, define how (1 – , to 5 –) are the following characteristics for you, and then rate them (1 – , to 5 –).

No.	Aspect of Customer Satisfaction	Importance (1-5)	Score (1-5)
1.	Product/service quality		
2.	Speed of response on changed requests		
3.	Compliance to contractual obligations		
4.			
5.			
6.			
7.			
8.			
9.			
10.	Way of resolving complaints		
11.	Customer support after product delivery		
12.			

Commented [9A1]: Add aspects of

Commented [9A2]: Write in the level of

Commented [9A3]: Delete "Product" if organization is only service oriented.

Commented [9A4]: Adapt to organization's business.

Is there anything else you would like to tell us?

What is the most important thing

In what areas is

How would you feel about

Suggestions/comments:

Commented [9A5]: Adapt to organization's needs.

Questionnaire filled in by: _____ Date: _____

[organization name]

For additional information regarding completion of the questionnaire, please contact [name] at the
[phone number] or [email address] or [mailing address] or [office address].
Please send the questionnaire back to [name] at the [mailing address] or [office address] at the
[phone number] or [email address].

[job title]

[name]

[signature]