

CUSTOMER SATISFACTION SURVEY

Customer:

Date:

Customer Contact:

Instructions: Please mark the appropriate boxes and provide any comments that influence your rating. Other comments are also welcome. When completed, please return to APEX MACHINING.

Evaluation Method

Completed By _____

Self Evaluation (No Response From Customer)

Customer Evaluation

Part I. Quality

APEX MACHINING meets my quality requirements on a consistent basis.

Quality indicates the degree to which product meets defined specifications.

Agree Strongly Agree Agree Somewhat Disagree Somewhat Disagree Disagree Strongly

Comments:

Part II. Delivery

APEX MACHINING meets my delivery requirements on a consistent basis.

Delivery indicates the agreed upon delivery date at your facility.

Agree Strongly Agree Agree Somewhat Disagree Somewhat Disagree Disagree Strongly

Comments:

Part III. Support

APEX MACHINING meets my support needs on a consistent basis.

Support includes order inquiries and handling, order changes, corrective actions and returns, and responsiveness.

Agree Strongly Agree Agree Somewhat Disagree Somewhat Disagree Disagree Strongly

Comments:

General Comments/Suggestions for Improvement

Comments:

Completed by:

Date: