

Dear Customer,

We are asking you if you can fill this form and send it back by fax. This allow us to increase our capacity to satisfy your necessities.

We thank you for your co-operation.

Company	Code KMI
Filled in by	Job Title

Considering this scale of values:

1 = very dissatisfied 2 = dissatisfied 3 = satisfied 4 = very satisfied 5 = extremely satisfied
 give a score to our organization on each point of evaluation

Area	Valuation factor	Score
Interface customer/supplier	Easiness to come in contact with our staff	
	Courtesy on the phone	
	Well-timed answers	
	Skill to understand the right needs of the customer	
	Availability of our agent / distributor	
	Commercial and technical skill of the agent / distributor	
Marketing	Clearness of the commercial documentations	
	Full product range	
	Quality / Price ratio	
	Keeping of delivery time	
Technology	Technological level of the products	
	Easiness on the use and maintenance of the products	
	Completeness on the documents (manuals)	
Storehouse/Delivery	Packing of the products	
	Availability of the spare parts	
	Quality on the transport-delivery service	
After-sales	Orientation on the customer satisfaction	
	Efficacy on the free phone aid	
	Well-timed on the service	
	Efficacy on the technical service	

Note

Which other valuation element must we to introduce on the form?

Date: / /	Signature
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Procedure to collect the form: Fax Mail Phone web Customer visit