

CUSTOMER SATISFACTION SURVEY

CS-Form-001, Revision N/C (4-12-07)

Customer Name:

Address:

Contact Person:

Date:

Phone:

Position:

Please provide feedback on the metal finishing services provided by Associated Plating Company.

Questions:	Not Applicable	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	N/A	1	2	3	4	5

1. I was satisfied with Associated Plating's Sales staff involvement with my organization.
2. I was satisfied with the contract/agreement documents for the services provided.
3. I was satisfied with the transition from the sales process to the delivery of products by Associated Plating.
4. I was satisfied with the technical quality of the services provided.
5. I found the Associated Plating staff involved in the delivery of finished products to be professional.
6. I believe the value of the services provided exceeds the cost to my organization.
7. I was satisfied with the invoicing/payment process for Associated Plating's services.
8. The metal finishing services provided met my expectations.
9. I would recommend Associated Plating's services to others.
10. I am willing to provide a reference for other organizations interested in Associated Plating's services.

11. What did you like most about the metal finishing services provided?

12. How could Associated Plating Company improve the services provided?