F-042-2d CUSTOMER’S SATISFACTION 1/1109 Seite 1 (1)

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**CUSTOMER’S SATISFACTION**

Company: Click here to enter text.

Order Nr.: Click here to enter text.

Unit: Click here to enter text.

Contact: Click here to enter text.

Zip code/ Place: Click here to enter text.

Country: Please select your country.

Date: Click here to choose the date.

*Please your judgement:* 1-very good / 2-acceptable / 3-bad / 4-very bad

**A) Inquiries, offers** 1 2 3 4

1. Availability [ ]  [ ]  [ ] [ ]

2. Kindness [ ]  [ ]  [ ] [ ]

3. Quality of consultation [ ]  [ ]  [ ] [ ]

4. Duration of offer preparation [ ]  [ ]  [ ] [ ]

5. Offer meets technical requirements [ ]  [ ]  [ ] [ ]

**B) Orders, carrying out**

1. Delivery time / according to schedule [ ]  [ ]  [ ] [ ]

2. Quality of furnace [ ]  [ ]  [ ] [ ]

3. Documentation [ ]  [ ]  [ ] [ ]

**C) Our reaction to complaints**

1. Promptness of repair [ ]  [ ]  [ ] [ ]

2. Quality of repair [ ]  [ ]  [ ] [ ]

**D) Our technical service**

1. Promptness [ ]  [ ]  [ ] [ ]

2. Kindness [ ]  [ ]  [ ] [ ]

3. Competence [ ]  [ ]  [ ] [ ]

**E) Others**

1. Click here to enter text.

If you are willing to give us further information please attach your comments on a separate sheet including addressor’s information.