

# Customer Perception Questionnaire



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As part of ISO 9001:2000 Company Name will be measuring customer satisfaction so as to continuously improve our system, products and services. this questionnaire is part of that process.

Please rate questions according to the following scale:

4=Excellent  
3=Good  
2=Expected  
1=Below Standard

1	Product Quality	4	3	2	1
2	Technical Information	4	3	2	1
3	Product Delivered on time	4	3	2	1
4	Lead Times	4	3	2	1
5	Packaging	4	3	2	1
6	Timely response to problems	4	3	2	1

What specific area of our service should be improved?

Other Comments

Please complete & return to : Company Name