InterConnect Wiring, L.P.
Form Number: ESTM-0001-05
Form Title: Customer Satisfaction Survey
Revision: 00

Customer Satisfaction Survey

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InterConnect has developed this customer survey to assist us with our plans for continuous improvement. Please take a moment to provide your feedback. We appreciate your continued support. We will strive to improve in all aspects of our business relationship with you and your company.

Instructions: Please print your responses below. You may also complete this survey online if you wish.

Company: _____Date: _____

Evaluator: _____Title:_____

Please rate our performance compared to your other suppliers using the following system:

1. **Overall customer service (circle one):**

worst		avg		best
1	2	3	4	5

2. **Competitive pricing (circle one):**

highest price		avg		lowest price
1	2	3	4	5

3. **On time delivery (circle one):**

worst		avg		best
1	2	3	4	5

4. **Quality of product (circle one):**

worst		avg		best
1	2	3	4	5

5. **Responsiveness to inquiries (circle one):**

worst		avg		best
1	2	3	4	5

6. **Responsiveness to emergent needs (expedite requests, schedule changes, incorporation of engineering changes, etc) (circle one):**

worst		avg		best
1	2	3	4	5

7. **Commitment to emergent needs (expedite requests, schedule changes, incorporation of engineering changes, etc) (circle one):**

worst		avg		best
1	2	3	4	5

8. **Courtesy and professional behavior of all employees including management, sales, quality and engineering (circle one):**

worst		avg		best
1	2	3	4	5

9. **Overall perception of InterConnect Wiring (circle one):**

worst		avg		best
1	2	3	4	5

10. **Are there any customer services we can provide to improve our relationship with you and your company?**

_____

_____

_____

_____

For InterConnect Office Use Only

Entered by: _____Date:_____

Reviewed by: _____Date:_____

Comments: _____

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