**Customer Satisfaction Survey**

 In order improve our customer service we kindly ask you to send us your opinions by filling in this questionnaire in all its parts

Name of company 

Contact person 

Phone 

Fax 

E-mail address 

Please indicate your opinion in connection to the importance and the level of satisfaction by following these range of values:

**0** not satisfied at all, **1** not very satisfied, **2** enough satisfied,  **3** satisfied, **4** very satisfied

*Customer/Supplier Interface*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| Easiness to contact our staff |  |  |  |  |  |
| Kindness in telephone contacts |  |  |  |  |  |
| Reactivity by answering |  |  |  |  |  |
| Capacity to understand customers’ requirements |  |  |  |  |  |
| Staff professional skills and competences |  |  |  |  |  |
| Quality of administrative processes |  |  |  |  |  |
| Clearness and Completeness of information in our web site |  |  |  |  |  |

*Sales*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| Clearness of commercial documentation |  |  |  |  |  |
| FAD range of products completeness |  |  |  |  |  |
| Innovation level and knowledge perceived by calling FAD staff |  |  |  |  |  |
| Quality/Price ratio |  |  |  |  |  |
| Delivery time compliance |  |  |  |  |  |

*R&D (Research and Development)*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| FAD products technological level |  |  |  |  |  |
| FAD products reliability and easiness of application |  |  |  |  |  |

*Spare parts –After Market support*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| Approach to customer satisfaction |  |  |  |  |  |
| Assistance strength by phone and /or at distance |  |  |  |  |  |
| Promptness assistance |  |  |  |  |  |
| Technical actions efficacy |  |  |  |  |  |

*FAD Product*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| Are you satisfied with FAD delivered goods characteristics (Axles, stub-axles, hub…) |  |  |  |  |  |
| Are you satisfied with FAD product range? |  |  |  |  |  |

*Customer Service*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| When you submit an issue to FAD personnel, are you satisfied with the attention received? |  |  |  |  |  |
| Are you satisfied with delivery time and conditions? |  |  |  |  |  |

*FAD Company*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Questions** | **0** | **1** | **2** | **3** | **4** |
| Are you satisfied with the service offered by FAD distributors? |  |  |  |  |  |
| Generally speaking, are satisfied with FAD Company? |  |  |  |  |  |

*Future*

|  |  |
| --- | --- |
| **Questions** | **Answers** |
| As a customer, how do you expect your relationship with FAD will be in the years to come? |  |
| In your opinion, how can FAD satisfy your company needs for the future? |  |
| Do you believe that FAD should improve any particular skill? |  |
| If so, on which points should FAD concentrate? |  |

*Indicate please any type of satisfaction and/or dissatisfaction*

*Indicate please any suggestion to improve our service*

*FAD Vs. Competitors : Advantages/Disadvantages*

Thank you very much for showing such dedication to our survey

Date and place*: \_\_ / \_\_ /\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_*

Signature and company stamp*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

 *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*