



DATE: _____

Customer Satisfaction Survey

Thank you for taking the Customer Satisfaction Survey. The survey should take less than five minutes of your time to complete. We ask that you be as candid as possible so that we may become a better supplier and partner to your company. Click the "Submit by E-mail" button to submit the survey, or print the form and send via fax to 713.460.3090. If you do not use outlook, please complete the form, then save it to your my documents folder. Open your E-mail service attach the file you saved and send to Nathan@ageindustries.com.

Please rate your satisfaction level with each of the following statements.

- 1 = very satisfied
- 2 = somewhat satisfied
- 3 = neutral
- 4 = somewhat dissatisfied
- 5 = very dissatisfied

Company Name:

Your Name:

Quality

Please rate our overall product quality:

	1	2	3	4	5
1. Boxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Die Cuts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Print	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

On Time Deliveries

Please rate our promptness of deliveries:

	1	2	3	4	5
1. Regular Orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Hot Orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Orders shipped complete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:



Customer Service:

Please rate the service you receive when dealing with our CSR.

1 2 3 4 5

- 1. Professional 1 2 3 4 5
- 2. Courteous 1 2 3 4 5
- 3. Helpful 1 2 3 4 5
- 4. Knowledgeable 1 2 3 4 5

Comments:

Accounting

Please rate our AR department:

1 2 3 4 5

- 1. On time invoices 1 2 3 4 5
- 2. Accuracy 1 2 3 4 5
- 3. Professional / Helpful 1 2 3 4 5
- 4. Knowledgeable 1 2 3 4 5

Comments:

Sales Representatives

Please rate the service you receive when dealing with our Sales Representative: 1

2 3 4 5

- 1. Professional / Courteous 1 2 3 4 5
- 2. Attention from Rep 1 2 3 4 5
- 3. Helpful 1 2 3 4 5
- 4. Knowledgeable 1 2 3 4 5

Comments:



Complaint / Concern / Problem Resolution

Please rate us in resolving any issues:

	1	2	3	4	5
1. Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Was issue resolved to your satisfaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Overall

Please rate us on our overall performance:

	1	2	3	4	5
Comments on performance as your supplier & partner:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Did you know we sell packaging supplies?
(Stretch wrap, tape, foam, ETC?)**

YES	NO
<input type="radio"/>	<input type="radio"/>

Please list any products or services that AGE does not currently provide and you would like AGE to offer in the future.

Please make your entry here:

Would you recommend us to other buyers?

May we use you as a reference?

Thank you for your time, our goal is to provide you with the best service possible, and your input greatly helps us in reaching that goal.

Respectfully yours,
Nathan Henry
Vice President