



CUSTOMER SATISFACTION SURVEY

<i>Name:</i>		<i>Title:</i>														
<i>Company:</i>		<i>Date:</i>														
	<i>Unacceptable</i>	<i>Needs Improvement</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>	<i>N/A</i>											
<i>Quality</i> <i>Check One Per Question</i>																
1.) How well did the product Dunlee provided meet your requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
2.) How do you rate the initial quality of Dunlee products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
3.) How do you rate the reliability of Dunlee products over their life cycle? (Please provide specific information if available.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<i>Products and Services</i>																
4.) How do you rate the value of Dunlee products compared to the competition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
5.) How well does Dunlee ship within your required time frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
6.) How well does Dunlee's packaging perform?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<i>Sales and Support</i>																
7.) How do you rate the quality of service from the customer support representatives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
8.) How do you rate the quality of post sale technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
9.) How do you rate the promptness of Dunlee's response to your calls for technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
10.) How do you rate the quality of the technical documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<i>Marketing</i>																
11.) How effective are the marketing and advertising materials in promoting the quality of the brand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
12.) How helpful and user friendly are the catalogs, datasheets and price book?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
13.) How helpful and user friendly is the Dunlee website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<i>Finance</i>																
14.) How well do Dunlee payment terms compare to those of their competitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
15.) How do you rate the accuracy of Dunlee invoices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
16.) How do you rate the promptness of credits being issued?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<i>Loyalty</i>																
17.) How likely would you be to recommend Dunlee to a colleague?																
<i>Very Unlikely</i>					<i>Neutral</i>					<i>Very Likely</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
18.) How likely are you to buy additional products from us in the future?																
<i>Very Unlikely</i>					<i>Neutral</i>					<i>Very Likely</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
19.) Overall, how satisfied are you with Dunlee?																
<i>Very Unsatisfied</i>					<i>Neutral</i>					<i>Very Satisfied</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
20.) Rate the importance of the following items: (The sum of your ratings must equal 10)	<i>Price/ Warranty</i>		<i>N/A</i>		<i>Delivery</i>		<i>N/A</i>		<i>Reliability</i>		<i>N/A</i>		<i>Tech Support</i>		<i>N/A</i>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Comments