

## Customer Satisfaction Questionnaire

**Please give your opinion to questions below and tell us how content you are with Salzer Electric.**

### Details for filling in the questionnaire:

1. Please fill in the questionnaire completely.
2. Please mark only one item per question.
3. Your comments and suggestions are welcome.  
In case you are not satisfied would you please give us any reasons in the field „comments“.

Your statements will of course be kept in confidence and only used for internal purposes. Print out the questionnaire, fill in manually and fax it to us:

**+49(0)2762614100**

**Thank you very much for your support.**

### Voluntary Declaration

Company	
Position	
Surname	First Name
Street	
Post Code	City
Country	
Telephone	Fax
Email	

**1. Are you satisfied with Sälzer Electric image for the following...**

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Internet Presence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Material (brochures, manuals, catalogues etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting and Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breadth of Product Range	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Latest Products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**2. How would you judge the quotation processing referring to features mentioned below?**

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Quick response to Quotation and order Confirmation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quotation Details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff's Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

**3. What is your opinion of Salzer Electric order processing?**

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Adherence to Delivery Dates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility of Delivery Time and Quantity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handling of Complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Packaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

+49(0)2762614100

#### 4. What do you think about the technical consulting service at Salzer Electric?

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Staff's Capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of Solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:						

#### 5. Do you consider Salzer Electric Product Quality satisfactory?

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Product Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Design and Function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Properties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price / Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Life-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:						

#### 6. What is your opinion of Salzer Electric customer service?

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Customer Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handling of Complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy Processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff's Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Appraisal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:						

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**7. What is your opinion about Salzer Electric in general?**

	Very satisfied	satisfied	Neither satisfied nor dissatisfied	dissatisfied	Very dissatisfied	No comment
Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:	.....					
	.....					

**8. Is it your intention that you would continue to use Salzer Electric in the future?**

	Yes	No	Perhaps
Further Contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:	.....		
	.....		

**9. Would you recommend Salzer Electric to a colleague/company?**

	Yes	No	Perhaps
Recommendation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:	.....		
	.....		

**10. If possible would you please rate Salzer Electric as a supplier?**

	Good	Average	Below Average	No comment
Supplier Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:	.....			
	.....			

**11. How would you rate Salzer Electric compared with our competitors?**

	Above Average	Below Average	Equal
Image	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quotation Processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments:	.....		
	.....		

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