

Customer Satisfaction Questionnaire

Customer - Company		Contact	
Captec Contact		Date	

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction help us ensure that our standard of customer care exceeds expectations wherever possible.

Please tick the appropriate box to indicate your degree of satisfaction.

Where: **1** = Excellent, **2** = Good, **3** = Satisfactory, **4** = Poor **5** = Very Poor

TOPIC	1	2	3	4	5	Comments / Improvement
RESPONSIVENESS: How do you rate our responsiveness in dealing with you?						
PROFESSIONALISM: How do you rate our professionalism in dealing with you?						
TECHNICAL SUPPORT: If you received any technical support, how do you rate the technical competence of our engineers and their response time?						
PRODUCT QUALITY: How do you rate our products and services and did they meet your needs and expectations regarding quality and performance?						
DELIVERY: How do you rate our delivery on time performance and our commitment to meet your delivery expectations?						
COMPETITIVENESS: How do you rate the competitiveness of our products and do they represent best value for total cost of lifetime ownership?						