Doc AD17 Rev: 02 issue Date: 22/9/20

Customer Satisfaction Feedback & Complaints

We would be grateful for your kind consideration to the completion of the following questions to enable us to assess the quality of our service. On completion please email or post your reply to the above address. We value our customer’s comments so that we can incorporate and improve our service to enable us to fulfil our commitment of quality of service to our customers.

Please complete the relevant sections with a X and any comments you wish to add if required. Any sections that are deemed non-applicable please leave blank

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **COMPANY:** | |  | | | | | | | | | | |
| **ORDER DETAILS:** | |  | | | | | | | | | | |
| **How would you rate the quality of service offered in the following areas** (Please mark with X) | | | | | | | | | | | | |
| 5 – Excellent | 4 – Good | | 3 – Satisfactory | | | | | 2 – Poor | | | | 1 – Very Poor |
|  | | | | **5** | | **4** | **3** | **2** | **1** | **Comments**  **(If you have marked 2 or less please comment).** | | |
| **Enquiries, Quotations, Order Processing** | Prompt/Responsive | | |  | |  |  |  |  |  | | |
| Helpful/Informative | | |  | |  |  |  |  |
| Follow-up | | |  | |  |  |  |  |
| **Staff** | Communication | | |  | |  |  |  |  |  | | |
| Knowledge | | |  | |  |  |  |  |
| **Services** | Quality | | |  | |  |  |  |  |  | | |
| Product/Service | | |  | |  |  |  |  |
| Met Requirements | | |  | |  |  |  |  |
| On-time Delivery | | |  | |  |  |  |  |
| **UKAS Calibration** | Quality | | |  | |  |  |  |  |  | | |
| Product/Service | | |  | |  |  |  |  |
| Met Requirements | | |  | |  |  |  |  |
| On-time Delivery | | |  | |  |  |  |  |
| **UKAS Testing** | Quality | | |  | |  |  |  |  |  | | |
| Product/Service | | |  | |  |  |  |  |
| Met Requirements | | |  | |  |  |  |  |
| On-time Delivery | | |  | |  |  |  |  |
| Prompt Resolution | | |  | |  |  |  |  |
| **Customer satisfaction** | Prompt Resolution | | |  | |  |  |  |  |  | | |
| **Queries, Complaints, please comment** | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| **Please use the below section to include any image or additional information if applicable** | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| **Would you recommend 1g dynamics Ltd?** | | | | | | | | | | | **Yes / No** | |
| **Signature:** |  | | | | **Date:** | | | | | |  | |
| **Name:** |  | | | | **Position:** | | | | | |  | |

*Note: Please contact 1g dynamics if you require any additional information or our company Complaints policy upon request*