**Customer Satisfaction Questionnaire**

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| 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

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| **TOPIC 1 1** 1 2 1 3  ***RESPONSIVENESS :*** How do you rate our responsiveness in dealing with you?  ***PROFESSIONAL /SM:*** How do you rate our professionalismin dealing with you?  ***TECHNICAL SUPPORT:*** If you received any technical support, how do you rate the technicalcompetence 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 pertormance?  ***DELIVERY:*** How do you rate our delivery on time pertormance 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? | **4 1 5 1**  I I I I I I I I I I  I I I I I I I | **Comments / Improvement** |
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