

Thank You for taking our Customer Satisfaction Survey. We are constantly looking for ways to improve the quality of our products and services. A few moments of your time will help us provide you with the first class quality that you deserve.

The survey should take **only 5 minutes** of your valuable time to complete.

Please complete this short questionnaire and return it to:

Specialty Parts and Electronic Components (S.P.E.C.)

313 W. Sunchase Dr.
 Granbury, TX 76049
 P-817.326.5666
 F-817.326.5999
 eric@specialtypartsinc.com

Thanks again for your help.

Demographics

This survey was completed by:

Name: _____

Position: _____

Company: _____

Phone: _____

Email Addr: _____

Have you purchased or used the company's products and/or services during the last 12 months?

Yes **No**

1. Products and Services

----- **Scale** -----
 Low/Disagree [1 2 3 4] High/Agree

Aspects

- a. The quality of the company's products/services.
 - b. The cost value of the company's products/services.
 - c. The products/services provided by the company have met your requirements.
- Other comments:

Importance				Satisfaction			
1	2	3	4	1	2	3	4

2. Sales

----- Scale -----
 Low/Disagree [1 2 3 4] High/Agree

Importance **Satisfaction**

1 2 3 4 1 2 3 4

Aspects

- a. Sales staff professionalism, product knowledge and attitude.
- b. Sales staff knowledge of your industry.
- c. Your relationship with the company's account representative.
- d. The purchasing process experience.
- e. Sales and follow-on support.
- f. The accuracy and timeliness of shipments.
- g. The accuracy and helpfulness of sales and marketing materials.
- h. The design and usefulness of the company's website.

Other comments:

3. Overall Satisfaction

----- Scale -----
 Low/Disagree [1 2 3 4] High/Agree

Importance **Satisfaction**

1 2 3 4 1 2 3 4

Aspects

- a. I would purchase more products from the company in the future.
- b. I would recommend your company to my friends and peers.
- c. Your overall rating of the company.

All information provided is confidential and will be used for internal continuous improvement purposes only.