

STATION APPROACH, CHERRY TREE RISE, BUCKHURST HILL, ESSEX, IG9 6EY

## Customer Satisfaction Survey

As part of JP Aero-Com’s constant aim to provide its customers with an excellent service could you please take a few moments to complete the following survey and include any comments which would assist JP Aero-Com in improving. Please respond by e-mail to your sales contact *or* fax the survey back to 020 8505 0697.

		Bad	Poor	Average	Good	Very good
1	How would you describe our response times to your <b>Purchase Enquiries</b> in relation to other suppliers.					
2	How would you describe our performance with any <b>Quality Issues</b> .					
3	How would you describe the manner in which we handle any <b>Complaints</b> .					
4	What is your assessment of our <b>Ontime Delivery</b> performance in relation to other suppliers.					
5	What is your assessment of the <b>Quality</b> of our products.					
6	How would you describe the <b>Capabilities of our Staff</b> in meeting your requirements.					
7	How would you describe our response to any <b>Progress Enquiries</b> .					
8	How would you describe our performance in terms of <b>Value for Money</b> in relation to other suppliers.					

Any additional comments.

Signed.....

Name.....

Position .....

Date.....



*Thank you for completing our survey.*

