Kelly, Eric
Production Manager
J.M. Morley

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Telephone: (205) 887-7543

Written Comments Included

Acme Widget Corporation
Sales Rep: A. Boisvert

Totally Satisfied/ Fully Agree	Somewhat Satisfied/ Partially Agree	No Response	Somewhat Dissatisfied/ Partially Disagree	Totally Dissatisfied/ Fully Disagree	
			X		[Overall] On an overall basis, how satisfied are you with our company?
				X	How satisfied are you with the ease of doing business with our company?
	X				I would purchase products or services from your company again.
			X		I would recommend your company to an associate.
			X		[Billing and Invoicing] How satisfied are you with our billing and invoicing?
			X		Invoices from your company are complete and accurate.
			X		Billing issues are fairly and satisfactorily resolved.
	X				When there is an issue with an invoice, your personnel are accommodating and helpful.
	X				[Pricing] How satisfied are you with the procedures we use for providing quotes?
	X				Price quotes are provided quickly and accurately.
	X				When providing quotes, your availability of information is readily accessible and up to the minute.
	X				When providing quotes, the prices you quote or the availability of product meets my needs.
	X				[Communication] How satisfied are you with our company's overall communication efforts?
	X				Your personnel routinely stay in touch with me to keep me apprised of issues that may affect me.
			X		Everyone in your company seems committed to helping meet my business needs.
X					I do not need to rely solely on my sales representative to meet my informational needs.
X					[Customer Impressions] How satisfied are you with our company as a business partner?
X					I intend to continue my business relationship with your company.
X					When I think of quality products and services, I think of your company first.
	X				Your company listens and responds to me when I have a problem.
			X		[Sales Performance] How satisfied are you with the overall performance of our sales representatives?
				X	Your sales representatives thoroughly know and understand your products and services.
X					Your sales representatives understand my business needs.
X					Your sales representatives suggest solutions to improve our business.
			X		[Delivery] How satisfied are you with the delivery of our products or services?
	X				Your deliveries arrive when promised.
			X		Your deliveries are complete and accurate.
			X		All deliveries are clearly marked to identify the contents.
			X		[Management Interactions] How satisfied are you with your interactions with our management?
	X				The management people I have contacted in your company are customer focused.
			X		I know that your management is available to address my problems and concerns.
	X				I can always contact someone in your company who can make decisions that affect me.
X					[Ordering] How satisfied are you with the effectiveness with which we process your orders?
X					I never experience problems when I place an order by telephone.
	X				Ordering from your company is an easy process.
	X				Your company is flexible and accommodating when we need to make changes to an order.
	X				[Customer Service] How satisfied are you with the customer service we provide?
		X			The customer service personnel are pleasant and knowledgeable.
	X				Whenever a problem arises, I know who to contact.
			X		If someone cannot initially answer my question, they find the answer and get back to me promptly.