



Customer Survey

Please rate each category using the number system provided below. Thank you in advance for your participation.

	IMPORTANCE TO YOU	QUIKCUT PERFORMANCE	COMPARED TO OUR COMPETITORS	
	5 – Very Important	5 – Excellent	5 – Much Better	
	4 - Important	4 - Good	4 - Better	
	3 – Somewhat Important	3 – Neutral	3 – Equal	
	2 – A little Important	2 – Fair	2 – Somewhat Worse	
	1 – Least Important	1 – Poor	1 – Much Worse	
Category				COMMENTS
QUALITY				
Do our products meet your requirements?				
Does our quality performance meet your standards? (PPM,% rejects)				
Is prompt attention given to quality issues?				
When required is the documentation adequate/ accurate?				
DELIVERY				
Are parts received on time?				
Are packaging requirements met?				
Are our lead times in line with your requested deliveries?				
Do we accommodate special requests/scheduling needs?				
CUSTOMER RELATIONS				
Is our customer support readily accessible?				
Is our customer service honest and reliable?				
Are calls received in a courteous matter?				
Does customer service respond quickly and efficiently?				
COMPETITIVENESS				
Quote turnaround time?				
Pricing?				
Technical Competency?				
MISCELLANEOUS				
Is technical service/engineering support adequate?				
Does our computer technology adequately meet your needs (EDI, email, etc..)?				
Are our records (invoices, packing slips, etc...) accurate?				
Do we quickly and accurately correct billing errors?				

WILL YOU RETURN TO QUIKCUT INC FOR SUBSEQUENT ORDERS?

(Please Circle) YES NO UNDECIDED

Additional comments: _____

Thank you for your time. Please email your completed Customer Survey to bswing@quikcutinc.com