

Date: _____

Job #: _____

Customer Satisfaction Survey

Company: _____

Name: _____

Prior to Placing Your Order

On a scale of 1 to 5 (where 1 is Strongly Agree), please answer the following.

The information needed to make a purchasing decision was presented in a timely and concise manner.

Strongly Agree

Strongly Disagree

1 2 3 4 5

When needed, support was offered.

1 2 3 4 5

Did Dynamax's achievement of ISO9001 Certification influence the decision making process when determining who to use as a supplier?

Yes

No

Why did you choose Dynamax over a competitor?

Price

Delivery

Product Selection

Engineering Expertise

Other

After Placing Your Order

Was your order received on or before the promised delivery date?

Yes

No

If not, were you notified in advance of a potential late shipment?

Yes

No

On a scale of 1 to 5 (where 1 is Strongly Agree), please answer the following.

Paperwork contained in the shipment was helpful and complete.

Strongly Agree

Strongly Disagree

1 2 3 4 5

The shipment was packaged securely and arrived in good condition.

1 2 3 4 5

The packages and parts contained proper identification and/or labels.

1 2 3 4 5

The product meets or exceeds expectations

1 2 3 4 5

Overall Customer Experience

On a scale of 1 to 5 (where 1 is Excellent), please answer the following.

How would you rate your overall purchasing experience with Dynamax?

Excellent

Poor

1 2 3 4 5

How would you rate the level of customer service you received?

1 2 3 4 5

Would you recommend others review Dynamax for their manufacturing needs?

Yes

No

Additional Comments

Please fax or mail this completed form to Dynamax at:

956 Campus Drive PH (847) 680.8833
Mundelein, IL 60060 FX (847) 680.8838

We appreciate your business!