



# Customer Satisfaction Survey

Dear Customer,

As a company we are dedicated to continuous improvement in all aspects of production and customer service. This includes our preventative action discipline prior to manufacture with swift and positive corrective action after production has begun. Your feedback will help us maintain the quality of excellence you have come to expect from Rieker.

Please fill out the following survey, provide additional feedback as necessary, and send to our Quality & Compliance Department: fax (610- 500-2002) or email [quality@riekerinc.com](mailto:quality@riekerinc.com)

Thank you for taking the time to rate us and provide us with your comments and suggestions.

Customer Satisfaction Survey				
Please rate the following:	Very Satisfied	Satisfied	Needs Improvement	Extremely Dissatisfied
Sales and Customer Service Support				
Technical Service and Support				
Ordering Accuracy and Procedure				
Knowledge of Staff				
Professional and Courteous Staff				
Product Performance				
Product Delivery				
Product Documentation				
Product Ease of Use				
Problems resolved quickly and to your satisfaction?				
How can we continually improve our products to meet your expectations?				
Additional comments and suggestions?				
Thank you for your input. The information on this survey will be used to improve the quality and service provided by Rieker, Inc. Please provide the following contact information:				
Contact Name				
Organization/Company				
Day Time Phone				
E-mail Address				

<b>Rieker Rugged. Rieker Reliable.</b>			
RIEKER INC • 34 MOUNT PLEASANT ROAD • ASTON • PA • 19014 • USA			
<b>610-500-2000</b>	fax: 610-500-2002	<a href="mailto:inquiry@riekerinc.com">inquiry@riekerinc.com</a>	<a href="http://www.riekerinc.com">www.riekerinc.com</a>

The information and material presented may not be published, broadcast, rewritten, or redistributed without the expressed written consent of Rieker® Inc. ©2002-2014 Rieker® All Rights Reserved. FORM NUMBER: RK0050\_03/14 UPDATED: 3/27/14