

WINDSOR TECHNOLOGY

CUSTOMER SATISFACTION SURVEY

As a tool to better understand our customers' perception and to continually improve our performance as a supplier, Windsor Technology would ask that you take a few minutes to please complete this survey below.

Date: _____

Company: _____

Contact Name: _____

RATING:

1	2	3	4	5	NA
Poor	Fair	Average	Above Average	Excellent	Does not Apply
Category Topic		Rating			
CUSTOMER SERVICE/ACCOUNT MGMT					
QUOTE (TURNAROUND TIME)					
VALUE FOR PRICE					
EXPEDITING OF ORDERS					
COMMUNICATION/RESPONSIVENESS					
PACKAGING					
QUALITY OF WORKMANSHIP					
ON-TIME DELIVERY PERFORMANCE					
RMA (TURN AROUND TIME – AS REQUIRED)					
OVERALL PERCEPTION OF WINDSOR					

We also encourage our customers to add any comments, suggestions for areas of improvement and/or any positive feedback as well.

Comments and/or Suggestions:

It is our hope to possibly receive the completed survey back within 2 weeks of request, so that we address/implement improvements as required.

Please return back to: Grandall@windsortec.com or Fax: (585) 461-5789