



CUSTOMER SATISFACTION SURVEY 2021

Your information:

COMPANY	
NAME	
POSITION	
DATE:	

Please give a rating from 1 to 5 to the following. (1 being poor and 5 being excellent)

Also please mark as N/A if not applicable or not known.

	QUESTION	RATING
1	Is our response time to an enquiry acceptable?	
2	Is our response time to your queries acceptable?	
3	Rate the quality of feedback on enquiries	
4	Rate the quality of feedback on processes(eg. tracking of order)	
5	Rate the ease of understanding of quotes submitted by us	
6	Rate the correctness of invoices received from us	
7	Rate the overall appearance of items delivered by us	
8	Rate the overall quality and durability of products supplied by BSSC	
9	Are goods delivered on the agreed delivery date?	
10	Rate the suitability of our premises to handle your work and fulfil your requirements	

For official use:

TOTAL	
AVG	

11. In your opinion, is there anything that we at BSSC can do to improve the quality of our service to your company?

Survey completed by:

Date: