

Customer Satisfaction Questionnaire.

Dear Sir/Madam,

We would appreciate feedback from you, our valued customer, concerning our quality of service in an effort to continually improve our service as part of our corporate quality policy.

The information you provide will be treated in the strictest confidence and will not be disclosed to any third party, other than the BSI inspector who may wish to see it as part of his/her assessment.

Could you complete this short questionnaire and return it as soon as possible.

SMC Electronics Ltd, Zephyr House, Calleva Business Park, Aldermaston, Reading, Berkshire, RG7 8JN.

Telephone: +44 (0) 118 970 7070

Fax: +44 (0) 118 970 7071

1 Please enter your full address below.

Company Name:

Address:

2 Your company representative for quality assurance.

Name:

Position:

3 How do you rate the customer service received from our sales representatives?

(Please tick as appropriate)

1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent

4 When compared to our competitors, How do you rate SMC Electronics Groups overall value?

1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent

5 How do you rate the overall quality of service provided by SMC Electronics Group?

1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent

6 Additional Comments

Thank you for your kind co-operation,

Yours sincerely,

Customer Services Department
SMC Electronics Group