



## SteamPro Conservation Sdn Bhd (396375-V)

Tel : +603-8066 0321 Fax : +603-8066 5432  
Email : info@steampro.com.my Web : www.steampro.com.my

### CUSTOMER SATISFACTION SURVEY FORM

Name of Customer :

Survey Period:

Date:

Survey No.:

Sales Personnel:

Dear Customer,

Our goal is to be the most effective supplier of goods and services to you. As our valued customer, your constructive comments would be greatly appreciated in order to help us continuously improve our service to you.

Please rate our service by circling on a scale of 1 to 5 with the highest number representing more satisfaction and '5' being fully satisfied, and the lower numbers representing relatively little satisfaction, '1' mean no satisfaction.

No.	Criteria	Not satisfied <span style="float:right">Full Satisfaction </span>				
		1	2	3	4	5
<b>A. Timeliness &amp; Reliability of Delivery</b>						
1	On-schedule delivery	1	2	3	4	5
2	Respond promptly	1	2	3	4	5
3	Provides accurate info/service	1	2	3	4	5
4	Reasonable lead time	1	2	3	4	5
5	Service is there when needed	1	2	3	4	5
6	Reliable & experienced personnel	1	2	3	4	5
Sub-total A						
<b>B. Quality of Product &amp; Services</b>						
1	Provides 100% quality products/service	1	2	3	4	5
2	Accepts responsibility of quality works	1	2	3	4	5
3	Request constructive improvement	1	2	3	4	5
4	Positive feedback	1	2	3	4	5
5	Product design	1	2	3	4	5
6	Provide customer with latest technology	1	2	3	4	5
7	Meet performance expectation	1	2	3	4	5
Sub-total B						
1	Good listener	1	2	3	4	5
2	Customer satisfaction	1	2	3	4	5
3	Competitive cost	1	2	3	4	5
4	Is always there when needed	1	2	3	4	5
Sub-total C						
<b>D. Communication with Customer</b>						
1	Communication clear	1	2	3	4	5
2	Positive attitude	1	2	3	4	5
3	Understand customer needs	1	2	3	4	5
4	Develops new idea with customer	1	2	3	4	5
Sub-total D						
Total A+B+C+D						

Comments by customer,

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Appraiser's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_