



CUSTOMER SATISFACTION SURVEY

PURPOSE OF THE QUESTIONNAIRE:

To measure the quality level of the services offered by **Magenta Master Fibers**.
 Your answers will help us, within our Quality process, to carry out improvement programs in the points you consider the most important for the success of Your activity.

	Importance				Satisfaction			
1 = low importance / low satisfaction 4 = high importance / high satisfaction	1	2	3	4	1	2	3	4
1 PRODUCT 1.1 Quality level of our products 1.2 Compliance with the agreed specifications 1.3 Quality of the packages 1.4 Constant specs of supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. SERVICE 2.1 Meeting of delivery times 2.2 Promptness of reply to Customer's requirements 2.3 Technical assistance 2.4 Timing for new products sampling 2.5 Capability to offer new solutions 2.6 Accuracy of our documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. RELATIONSHIP 3.1 Visits of MMF personnel 3.2 Communication with MMF headquarter 3.3 Quality of business relationship 3.4 Relation with MMF's agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. OVERALL SATISFACTION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. COMMENTS AND SUGGESTIONS:

5.1 Versus the products already supplied

5.2 How and where MMF could improve

COMPANY: _____

Address: _____

Fax: _____ Phone: _____

E-mail: _____

PERSON REPLYING TO THE QUESTIONNAIRE

Family name: _____ First name: _____

Date: _____

Thanks for your assistance and for the time dedicated to MMF