



Dear Valued Customer:

This survey is intended to assist with our efforts toward continuous improvement, particularly with respect to our role as a manufacturing partner with you. In order to tailor our services to meet your particular requirements, we encourage your honest evaluation and response. Please rate the following criteria on a 1 through 10 basis. A section below is also included for any additional comments.

Customer: _____
Address: _____

Buyer: _____

Circle or Check One:

	Dissatisfied										Satisfied										N/A
1. Timely response to requests/inquiries.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2. Engineering assistance/recommendations.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3. Professionalism of account representative.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4. Quality of work performed.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5. On-time Deliveries.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6. Pricing.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7. Lead times.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8. Services provided.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9. Prompt notice of concerns or issues.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10. Overall Customer Service.	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



Please elaborate on weaknesses that could potentially hinder further improvement of our relationship with you as well as recommendations for any services that we are not currently providing but which may be of benefit to your company, now or in the future. Please attach additional pages to this form if more space is required.

COMMENTS: _____

Upon completion of this form, please fax or email it back. I thank you for your time and consideration.

Best regards,

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