

For Quality Bolca, S.A. from C.V. is very important to know the perception of the service we offer, we request your support to answer this survey, according to the experience that you has with us.
The information will be treated confidentially, as they are only considered to improve our service.

Evaluation Period:

Customer data	
Customer name:	
Customer username :	
Customer position :	
Customer phone:	
Customer e-mail:	

Level Satisfaction	
	Satisfied
	Not completely
	Dissatisfied

Please click on the corresponding box based on the level of satisfaction that you want to select.

1.- What is your evaluation for the Quality Bolca attention about the people who attend in your plant ?

☐  ☐  ☐ 

Comments:

2.- What is your evaluation about the Quality Bolca Customer Service staff attends you?

☐  ☐  ☐ 

Comments:

3.- What is your evaluation about answer time when you request a service?

☐  ☐  ☐ 

Comments:

4.- What is your evaluation for the trust level according to services performed by Quality Bolca?

☐  ☐  ☐ 

Comments:

5.- What is your evaluation to customer service staff according to send the weekly reports and staff concentrates?

☐  ☐  ☐ 

Comments:

6.- What is your evaluation to capture department according to send the reports?

☐  ☐  ☐ 

Comments:

7.- In general ¿Have we accomplish with the offered in the agreement of the service?

☐  ☐  ☐ 

Comments:

8.- Would you recommend the Quality Bolca services?

☐ YES ☐ NO

Comments:

9.- ¿Tell us your suggestions in order to improve the Quality Bolca services?

Thank you for your answers, Quality Bolca will consider it and will take actions in order to improve your satisfaction.
Note: In the case Quality Bolca does not receive any answer in the 10 working days after you receive it, the results will be consider as satisfactory.

CONTROL DE CAMBIOS

Revisión	Fecha	Descripción del Cambio	Originador
08	01/03/2023	Cambio de logotipo de la compañía. Se agrega cuadro de control de cambios.	Nancy Reyes

DOCUMENTO CONTROLADO