

Appendix 1: Customer Satisfaction Survey Form

Procedure:

1. Ask the customer if they have time to conduct a six question customer survey.
2. Customer Name: _____
3. Date: _____
4. On a scale from 1 to 10, One is the lowest level (very dissatisfied), while ten is the highest level (very satisfied), how would you rate the following:

a. **Question One:** How would you rate the overall quality of our products?

1 2 3 4 5 6 7 8 9 10

Comments:

b. **Question Two:** How would you rate the delivery timeframe for our products?

1 2 3 4 5 6 7 8 9 10

Comments:

c. **Question Three:** How would you rate our customer service?

1 2 3 4 5 6 7 8 9 10

Comments:

d. **Question Four:** How satisfied are you with the overall fit and function of our products?

1 2 3 4 5 6 7 8 9 10

Comments:

e. **Question Five:** How likely are you to recommend our company and products to others?
(1 is Highly Unlikely, 10 is Very Likely)

1 2 3 4 5 6 7 8 9 10

Comments:

f. **Question Six:** What is one other inlet or product you would be interested in seeing us offer?
