

	CUSTOMER SATISFACTION QUESTIONNAIRE	PG8.1.2RevE
	SOLAR PV	

DETAILS TO BE COMPLETED BY THE CUSTOMER:

COMPANY: <input type="text"/>	
COMPLETED BY: <input type="text"/>	DEPT.: <input type="text"/>
POSITION: <input type="text"/>	DATE: <input type="text"/>

Please rate the following points on a scale of 1 to 5: 5= *Excellent* 4= *Good* 3= *Fair* 2= *Poor* 1= *Very poor*

I. CUSTOMER SUPPORT

- | | |
|---|----------------------|
| 1. Accessibility of the people you need to contact at Ingeteam. | <input type="text"/> |
| 2. Accessibility of the Technical Support Service (S.A.T.). | <input type="text"/> |
| 3. Competence and training of the people you are in contact with at Ingeteam. | <input type="text"/> |
| 4. Communication with your spokesmen. | <input type="text"/> |
| 5. Support and response to the issues and questions raised. | <input type="text"/> |
| 6. Support and response to the incidents communicated to the Tech. Support Service. | <input type="text"/> |
| 7. Effectiveness of the solutions to your problems. | <input type="text"/> |

Any ideas, requests, suggestions or comments that you would like to add:
<input type="text"/>

II. LEVEL OF SERVICE

- | | |
|--|----------------------|
| 8. Quality of service, compliance with demands, requirements and expectations. | <input type="text"/> |
| 9. Time to repair equipment at the factory. | <input type="text"/> |
| 10. Resolution of any product incidents you may have had with INGETEAM. | <input type="text"/> |
| 11. Delivery lead times for the equipment. | <input type="text"/> |
| 12. Documentation supplied. | <input type="text"/> |

Any ideas, requests, suggestions or comments that you would like to add:
<input type="text"/>

III. PRODUCT QUALITY

- | | |
|---|----------------------|
| 13. Product quality. | <input type="text"/> |
| 14. Technological capacity. | <input type="text"/> |
| 15. Compliance with specifications. | <input type="text"/> |
| 16. Manuals supplied with the equipment. | <input type="text"/> |
| 17. Product packaging and identification. | <input type="text"/> |

Any ideas, requests, suggestions or comments that you would like to add:
<input type="text"/>

IV. ENVIRONMENT18. Environmental information provided in the manual. ☐

Any ideas, requests, suggestions or comments that you would like to add:

V. OCCUPATIONAL RISK PREVENTION19. Information provided in the manual regarding the safety measures to be taken into account during product handling. ☐

Any ideas, requests, suggestions or comments that you would like to add:

VI. POSITION IN THE SECTOR COMPARED TO THE COMPETITION20. Technical rating of the product. ☐21. Price rating of the product. ☐22. Product quality. ☐23. Associated products and services, offered by Ingeteam. ☐24. Communication with your spokesmen. ☐25. Response to the questions and issues raised. ☐26. Delivery lead times. ☐27. Compliance with specifications. ☐

Any ideas, requests, suggestions or comments that you would like to add:

OVERALL SATISFACTION

- Your level of overall satisfaction with our product. ☐
- Your level of overall satisfaction with our service and customer support. ☐
- Would you recommend us? (YES / NO) ☐

For forthcoming projects, what do you need and/or expect from Ingeteam: customer service and support, timeframes, products, services, documentation, etc.?