

# CUSTOMER SURVEY



As part of Electra-Tech Manufacturing Inc.'s commitment to quality and continuous improvement, we would like to ask that you take a few moments of your time to complete the following survey. We appreciate your business and believe your opinions are essential in our endeavors to continue to meet ISO 9001:2000 requirements and to increase customer satisfaction.

**Company Name:**

**Contact:**

**Customer PO:**

**Our Job Number:**

Please rate each question on a scale of 1 to 10 where 1 is dissatisfied and 10 is very satisfied in relation to our competitors

1. Do your shipments arrive on time and in good condition?	N/A	1	2	3	4	5	6	7	8	9	10
2. Was missing material delivered and/or installed in a timely manner?	N/A	1	2	3	4	5	6	7	8	9	10
3. Do you find our products to be of good quality?	N/A	1	2	3	4	5	6	7	8	9	10
4. Has our service level lived up to your expectations?	N/A	1	2	3	4	5	6	7	8	9	10
5. Has our packaging been to your expectations?	N/A	1	2	3	4	5	6	7	8	9	10
6. Were our employees courteous and helpful?	N/A	1	2	3	4	5	6	7	8	9	10

Comments:

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**Please fax completed survey to: 519-737-7605 or email to [clawson@e-tech-mfg.com](mailto:clawson@e-tech-mfg.com)**

We appreciate you taking the time to complete our survey.

Sincerely

*Charlene Lawson*

**Charlene Lawson  
Management Rep.**