

Northwest Machining & Mfg. ,Inc.

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Customer Feedback Survey

Customer Name		Date	
Contact		Position	

CUSTOMER SERVICE GOALS AND OBJECTIVES (CLICK ON THE BOX THAT APPLIES)

How would you rate us compared to your other suppliers	Areas to Improve	How would you rate our overall service
<input type="checkbox"/> Exceeds other suppliers <input type="checkbox"/> Similar <input type="checkbox"/> Average <input type="checkbox"/> Lacking in areas (Please comment)	<input type="checkbox"/> Cost Reduction <input type="checkbox"/> Lead time <input type="checkbox"/> Communication <input type="checkbox"/> Quality	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations

ADDITIONAL COMMENTS

CUSTOMER SERVICE & TURN AROUND TIME (CLICK ON THE BOX THAT APPLIES)

Quotation turnaround time?	Product Lead-times?	How would you rate our Customer Service?
<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations

ADDITIONAL COMMENTS

RECEIVED PRODUCT (CLICK ON THE BOX THAT APPLIES)

Did the product you received meet requirements?	Does the paperwork meet expectations?	How is the product packaging?
<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations most of the time <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Rarely Meets Expectations	<input type="checkbox"/> Exceeds expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Sometimes Meets Expectations <input type="checkbox"/> Needs Attention

ADDITIONAL COMMENTS

PLEASE INCLUDE PERFORMANCE REPORT CARD IF AVAILABLE.

ADDITIONAL COMMENTS	
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