



CUSTOMER SATISFACTION SURVEY

Company _____

Contact _____

Please rate the following questions from 1-5

- 1 – Completely Dissatisfied
- 2 – Somewhat Dissatisfied
- 3 – Satisfied

- 4 – Very satisfied
- 5 – Completely Satisfied
- N/A – Not Applicable

QUALITY

1. How would you rate the quality of the products you have received from Arjay Engineering Ltd.?	1	2	3	4	5	N/A
2. How would you rate the Order Desk support you have received from Arjay Engineering Ltd.?	1	2	3	4	5	N/A
3. Do you feel we have an understanding of the quality of products and services you require?	1	2	3	4	5	N/A
4. How would you rate our Corrective Actions to nonconforming products?	1	2	3	4	5	N/A
5. Do you receive exactly what you order and does it arrive in good condition?	1	2	3	4	5	N/A

CUSTOMER SUPPORT

1. How would you rate our order entry and billing accuracy?	1	2	3	4	5	N/A
2. How would you rate our company's response time to problems?	1	2	3	4	5	N/A
3. How would you rate our lead times compared to our competitors?	1	2	3	4	5	N/A
4. How satisfied are you that our actual ship date meets the quoted ship date?	1	2	3	4	5	N/A
5. How would you rate our quotation response time?	1	2	3	4	5	N/A

Additional Comments:

Please return this survey to: Manufacturing Manager
 Arjay Engineering Ltd.
 Fax (905) 829-4701

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 Oakville, Ontario
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