

Customer Satisfaction Questionnaire

Basic data:

Customer (address, contact):	
Product (type, year of production, S/N):	
Term of purchase (demand in case of unsuccessful purchase)	

How many TOS VARNSDORF machines do you have?

• this is first product	<input type="checkbox"/>	
• I have more product	<input type="checkbox"/>	Total count of TOS VARNSDORF machines: <input style="width: 50px;" type="text"/>
• unsuccessful purchase of product	<input type="checkbox"/>	

Customer evaluation:

State the numeric value of scale 1–5 (1= definitely, 5 = in no case)

	Are you satisfied?	Importance of this criterion
• Technical parameters of product Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
• Balance „Price/Utility value,, of product Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
• Speed and completeness of service Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
• Assortment of offered products, services Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
• Attitude of manufacturer / agent Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
• Feedback to your demands a reminders Commentary	<input type="checkbox"/> (1-5)	<input type="checkbox"/> (1-5)
<u>Evaluated by: (name / position / date):</u>	/	/
General evaluate, recommendation, others perception		