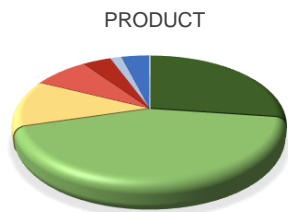


# CUSTOMER SATISFACTION SURVEY

## Individual responses



RESULT SUMMARY

Performed for:

Company

Performed by:

FACITanalysis.com

Start date:

Date

Response deadline:

Date

Number of respondents:

Number

Number of responses:

Number

Completion rate:

%

# QUESTION 1

Company	First name	Last name	Are you satisfied with the product you receive?	Are there factors you can highlight that have affected your response positively or negatively?
(Possibly anonymous)	(Possibly anonymous)	(Possibly anonymous)	Product is as agreed - expectations met.	
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment

## QUESTION 2

Company	First name	Last name	Are you satisfied with our delivery?	Are there factors you can highlight that have affected your response positively or negatively?
(Possibly anonymous)	(Possibly anonymous)	(Possibly anonymous)	Delivery is effected as agreed (right contents at the agreed time).	
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment

### QUESTION 3

Company	First name	Last name	Are you satisfied with the prices we offer	Are there factors you can highlight that have affected your response positively or negatively?
(Possibly anonymous)	(Possibly anonymous)	(Possibly anonymous)	Value for money.	
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment

# QUESTION 4

Company	First name	Last name	Are you satisfied with the dialogue you have with us?	Are there factors you can highlight that have affected your response positively or negatively?
(Possibly anonymous)	(Possibly anonymous)	(Possibly anonymous)	In relation to initiative, commitment, credibility etc.	
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Very satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Satisfied	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Neutral	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Very dissatisfied	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment

# QUESTION 5

Company	First name	Last name	Can you recommend our company to others?	Are there factors you can highlight that have affected your response positively or negatively?
(Possibly anonymous)	(Possibly anonymous)	(Possibly anonymous)		
Company	First name	Last name	To a very great degree	Comment
Company	First name	Last name	To a very great degree	Comment
Company	First name	Last name	To a very great degree	Comment
Company	First name	Last name	To a great degree	Comment
Company	First name	Last name	To a great degree	Comment
Company	First name	Last name	To a great degree	Comment
Company	First name	Last name	To some degree	Comment
Company	First name	Last name	To some degree	Comment
Company	First name	Last name	To some degree	Comment
Company	First name	Last name	To a small degree	Comment
Company	First name	Last name	To a small degree	Comment
Company	First name	Last name	To a small degree	Comment
Company	First name	Last name	Not at all	Comment
Company	First name	Last name	Not at all	Comment
Company	First name	Last name	Not at all	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Is not relevant	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment
Company	First name	Last name	Don't know	Comment