TPC ADVANCED TECHNOLOGY INC

CUSTOMER SATISFACTION SURVEY

851 South Lawson Street, City of Industry, CA 91748
Tel: (626) 810-4337 Fax: (626) 810-4245

CUSTOMER INFORMATION

Customer name

Date

Person completing survey

Email

Phone

We would like to know what you think of our products and services. Please complete this short survey to provide us with feedback. Using a scale of 1 through 10; a 1 would indicate that you are very dissatisfied with the work product, a 5 would indicate indifference and a 10 would indicate that you are very satisfied.

#	COMPONENT RATING KEY: 1 = VERY DISSATISFIED - 5 = NEUTRAL - 10 = VERY SATISFIED	RATING
1	Rate your experience with our Sales personnel. Were our personnel prompt, professional, and courteous?	
2	Rate your experience with the receipt of your order. Was your order correct as ordered?	
3	Rate your experience with on-time delivery. Did you receive the product on-time as expected?	
4	Rate your impression of the quality of the product ordered.	
5	Rate your impression of the value received for the product ordered.	
6	Rate your experience with our packaging and intact delivery condition.	
7	Rate your experience with our product documents. We upload and publish all product documentation to our web site www.tpcdental.com, navigate to the appropriate product and look for the 'Manual Tab'.	
8	Rate the experience with our Customer Service representatives. Were our personnel prompt, professional, and courteous?	
9	Rate your experience with the ease of installation, use and serviceability of our products.	
10	Rate your over-all experience with doing business with us. Would you recommend us to others for the products and experience that you have received?	

QUESTIONNAIRE TOTAL RATING:

COMMENTS

Please forward to: Quality Manager

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