

Survey

General Performance Questions

How satisfying is it to do business with us?

- Worse than expected As expected Better than expected

How likely are you to keep us as your regular supplier given our current performance?

- Not likely Likely Very likely

How likely are you to refer us to other potential customers?

- Not likely Likely Very likely

Activity Performance Questions

Phone Orders

Which branch do you usually place your phone orders with?

- Maspeth West Babylon West Milford Sales Representative

How easy is it to place an order by phone?

- Worse than expected As expected Better than expected

How courteous are our representatives (on the phone)?

- Worse than expected As expected Better than expected

How knowledgeable are our representatives (on the phone)?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve phone orders?

Placing orders at the Awisco Counter

Which branch do you usually pick up orders from?

- Maspeth West Babylon West Milford

How easy is it to place an order at the Counter?

- Worse than expected As expected Better than expected

How courteous are our counter representatives?

- Worse than expected As expected Better than expected

How knowledgeable are our counter representatives?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think that we can do to improve the Awisco counter?

Evaluate the Quality of our Sales Representative

How courteous are our Sales Representatives?

- Worse than expected As expected Better than expected

How knowledgeable are our Sales Representatives?

- Worse than expected As expected Better than expected

How do our Sales Representatives compare with other industrial sales representatives?

- Worse than others Same as others Better than others

How important are these issues to you?

- Not important Important Very Important

What do you think that we can do to improve the Awisco Sales Representatives?

Rentals and Repairs

How satisfied are you with the quality of our torch and regulator equipment repairs?

- Not satisfied Satisfied Very Satisfied

How satisfied are you with the turnaround time of our torch and regulator equipment repairs?

- Not satisfied Satisfied Very Satisfied

How important is this issue to you?

- Not important Important Very Important

What do you think we can do to improve this service?

How satisfied are you with the quality of our machine repairs?

- Not satisfied Satisfied Very Satisfied

How satisfied are you with the turnaround time of our machine repairs?

- Not satisfied Satisfied Very Satisfied

How important is this issue to you?

- Not important Important Very Important

What do you think we can do to improve this service?

How satisfied are you with the quality of our Machine Rentals?

- Not satisfied Satisfied Very Satisfied

How important is this issue to you?

- Not important Important Very Important

What do you think we can do to improve this service?

Activity Performance Questions

Availability of Information

How easy is it to get information on technical questions?

- Worse than expected As expected Better than expected

How courteous are our technical representatives?

- Worse than expected As expected Better than expected

How knowledgeable are our technical representatives?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

How easy is it to get information on Account Status?

- Worse than expected As expected Better than expected

How easy is it to get information about your delivery?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

How easy is it to get information regarding pricing?

- Worse than expected As expected Better than expected

How important is this issue to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

How easy is it to get information on backorders?

- Worse than expected As expected Better than expected

How important is this issue to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

Activity Performance Questions

Customer Service

How easy is it to place a "Special Item Order"?

- Worse than expected As expected Better than expected

How easy is it to get orders changed?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

How timely are our deliveries?

- Worse than expected As expected Better than expected

How courteous are our drivers?

- Worse than expected As expected Better than expected

How would you rate our order accuracy?

- Worse than expected As expected Better than expected

How is the quality of our packaging?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

Billing

How timely is our billing department?

- Worse than expected As expected Better than expected

How accurate are your bills?

- Worse than expected As expected Better than expected

How understandable are our bills?

- Worse than expected As expected Better than expected

How important are these issues to you?

- Not important Important Very Important

What do you think we can do to improve this activity?

Additional Questions

What are the things that we do best?

What are the areas that we should improve?

Are there any new products or services that you would like us to provide?

Additional Comments:

Name (optional) _____

E-mail Address: (optional) _____

Phone Number: (optional) _____

Fax Number: (optional) _____

Would you like to receive the results of the Survey? Yes No

Would you like your Sales Representative to contact you regarding this survey? Yes No

Would you like Senior Management to contact you regarding this survey? Yes No