

Setna iO

## CUSTOMER SATISFACTION SURVEY

The quality of our service is very important to us. Please take a few minutes to complete and email to [Surveys@setnaio.com](mailto:Surveys@setnaio.com), or mail to 475 Bond St., Lincolnshire, IL 60069.

Company Name: \_\_\_\_\_

Company Contact: \_\_\_\_\_ Date sent: \_\_\_\_\_

**5=Excellent      4=Good      3=Average      2=Below Average      1=Poor      N/A (Not Applicable)**

Rate the quality and responsiveness of our company in terms of the following:

**1. Sales Department**

- \_\_\_\_\_ 1a. Providing information on our company  
(sending literature) and/or quote
- \_\_\_\_\_ 1b. Response/continuous follow-up
- \_\_\_\_\_ 1c. Explanation of costs

**2. Product Quality**

- \_\_\_\_\_ 2a. Product delivered meet all customer,  
regulatory, and statutory requirements.
- \_\_\_\_\_ 2b. Product delivered meet customers  
expectations regarding form, fit, function  
without fail

**3. Delivery**

- \_\_\_\_\_ 3a. Adequate delivery date provided
- \_\_\_\_\_ 3b. Product Delivered on or before  
expended delivery date

**4. Customer Service Department**

- \_\_\_\_\_ 4a. Returning phone calls in a timely  
manner
- \_\_\_\_\_ 4b. Complete response to inquiry

**5. Overall satisfaction with Setna iO**

\_\_\_\_\_

6. Any general comments you would like to add:

\_\_\_\_\_

Thank you for your time. Information will be used in training sessions for our continuous improvement.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\*Electronic Signature Acceptable\*\***

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Office Use Only:

Date Processed: \_\_\_\_\_ Average Rating: \_\_\_\_\_

Action/Resolution of issue:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewer initials: \_\_\_\_\_