

COIDAN

GRAPHITE PRODUCTS LTD



CUSTOMER SATISFACTION FORM

As a valued customer of Coidan Graphite Products Ltd Ltd, it would be of tremendous benefit to us if you could complete this form to provide a little feedback as to your opinion of our company and the service you have received. This is particularly important to us, as your feedback will enable us to identify any areas that may need improvement.

CUSTOMER:

PO:

DATE:

OUR REF: (our office use only)

COMMENTS

We would welcome any comments that you may have:

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Please complete the attached form and either post it to the address above or fax it to us on (01423) 330647. We appreciate your time and look forward to hearing from you.

Yours faithfully

David Coidan, Managing Director

Coidan Graphite Products Ltd

July 2011

Coidan Graphite Products Ltd • Station Road • Kirk Hammerton • YORK • North Yorkshire • YO26 8DQ

Tel 01423 330492 • Fax 01423 330647 • Email sales@coidan.com VAT No. GB838776175 Co. Reg. No. 5098271

Please rate our service by marking the relevant box,
1 being Poor, 5 being Excellent.

	1	2	3	4	5
Original Enquiry					
<i>Was our quotation/proposal received on time?</i>					
<i>How competitive was our price?</i>					
<i>Was quotation detailed enough?</i>					
<i>Did we quote for what you wanted?</i>					
Project Management					
<i>How well was the project managed overall?</i>					
<i>Were our engineers courteous and helpful?</i>					
<i>Were all staff well presented?</i>					
<i>How do you rate communication with our company throughout the project duration?</i>					
Quality of Product/Service					
<i>How well do you rate the quality of finish?</i>					
<i>Was the quality of products used to your satisfaction?</i>					
<i>Was the job completed as per your specification?</i>					
<i>Was the job completed on time?</i>					
Health & Safety					
<i>Did our engineers wear correct PPE?</i>					
<i>Did our engineers use the correct tools/plant for the project?</i>					
<i>Were all site Health & Safety regulations adhered to?</i>					
Overall Opinion					
<i>Overall rating on service received</i>					
<i>Would you be happy to use our services again?</i>					
<i>Would you recommend us to any one else?</i>					

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