



### CUSTOMER SATISFACTION SURVEY FORM

1. Are we your only supplier for this kind of product?  Yes  No

2. Product Type:

Concrete  
HDPE

Tick applicable v


3. If the answer to 1 above is NO, could you tell us how many other suppliers of this kind of product do you have?

<input type="radio"/> Yes
<input type="radio"/> No

, we have \_\_\_\_\_ suppliers

, it is our policy not to divulge this type of information about our suppliers.

4. Please circle the most appropriate score, in each category, as follows : 1 = minimum or very bad, 5 = maximum or excellent

OUR SERVICE		COMPETITOR RATING		Your expectation for each category
Quality	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Quality	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Delivery	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Delivery	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Price	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Price	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Response Time	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Response Time	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Technical Assistance	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Technical Assistance	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Response(Pricing/Route)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Response(Pricing/Route)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	
Other (please specify)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	Other (please specify)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	

Your participation will be very valuable to assist us in improving our service to you in the future.

CUSTOMER : \_\_\_\_\_

REP'S NAME : \_\_\_\_\_

CLIENT'S NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

Please send this form to: [spc.sales@vinci-construction.com](mailto:spc.sales@vinci-construction.com)