

CUSTOMER SATISFACTION SURVEY

Emery Corporation is dedicated to providing the highest level of customer satisfaction. Please help us by providing feedback from your experience with us.

Company Name			
Your Name			
Job Title			
Email			
Phone			
Address			
City	State	Zip Code	

1. Have you ever had a representative of Emery Corporation visit your facility? Yes No
 (If NO, please continue to survey question 4).

	Strongly Agree	Agree	Somewhat Agree	Disagree
2. The representative was courteous and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The representative was knowledgeable about Emery's capabilities and quality system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Requests for quotation are handled efficiently and quickly with a complete and accurate understanding of your requirements/needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Product and quality certifications / documents are consistently received on-time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Product and quality certifications / documents are compliant to drawings and/or specifications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Any problems with product or quality certifications / documents are resolved in a timely and satisfactory manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Overall satisfaction with service, product or quality certifications / documents is high enough to recommend Emery to other companies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. All Emery personnel involved in fulfillment of my order / contract were courteous and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments: