



## CUSTOMER SURVEY

To our valued Customer,

Please fill out the following Customer Satisfaction Survey so that we may improve our business process and more effectively service you. Thank you for your time.

Date \_\_\_\_\_

Customer \_\_\_\_\_ Contact Name/Number: \_\_\_\_\_

**Please rate MICOR versus our competitors on the following:**

Rating 5	Excellent	Rating 4	Very good
Rating 3	Good	Rating 2	Not very good
Rating 1	Poor		

	MICOR	Competitor
	Rating	
How do you rate the quality of our product?		
Are your technical questions answered?		
Do we meet your requirements/specifications?		
Are your questions answered as needed?		
Are delivery times met?		
Are products received correctly packaged?		
Are products received in the correct quantity?		
Is product received damage free?		
Are our response times on quotes meeting your needs?		
Do you feel that MICOR is a problem solver for you?		
Do we communicate effectively?		

- 1) How would you describe your satisfaction with your last shipment from Micor Industries?  
 Very smooth     Pleasant     Just OK     Not Good     NA
- 2) Did you experience any problems with your last shipment?  
 No     Yes
- 3) If "Yes," what would you say the source was?  
 Quality     Delivery     Customer Service

Comments: \_\_\_\_\_  
 \_\_\_\_\_

- 4) If "Yes" (above), was the problem effectively solved?  
 Yes     No

What can we do to improve? Please give any suggestions.


Your comments are appreciated.

Please send survey to:

Micor Industries  
 P.O. Box 2175  
 Decatur, AL 35602  
 MCR-F-038

Or Fax to: 256-341-0002 or sales@micorind.com