



Please fax survey to 215-487-3090.

DIRECTIONS:

Section 1: For each question, check the appropriate box to indicate your degree of satisfaction with RichardsApex.

Section 2: To help us understand how we rate against your best suppliers, please place a check in the appropriate box.

Section 3: Let us know how we can improve our performance.

Section 4: Complete the company and recipient identification.

**SECTION 1:
SATISFACTION**

CUSTOMER SATISFACTION FORM

**SECTION 2:
COMPARED TO YOUR
BEST
SUPPLIERS:
ARE WE:**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion		Better?	Same?	Worse?	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. PRODUCT QUALITY: How satisfied are you with the quality of our products, and their fitness for use in your process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. TECHNICAL: How satisfied are you with our technical expertise, capabilities, and service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. SALES AND MARKETING: How satisfied are you with our sales and marketing performance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. DELIVERY: How satisfied are you with the delivery of our products?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. ORDER PLACEMENT AND PROCESSING: How satisfied are you with the quality of our order processing system and performance?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. OVERALL PERCEPTION: Are you satisfied that RichardsApex is an important supplier of quality products and services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 3: CONTINUOUS IMPROVEMENT

1. What change(s) would you like to see us make to most improve our performance? Please be brutally honest in your comments. They will be taken seriously and will be used in our continuous improvement efforts.

2. Please list the following in order of importance to your organization (Pricing; Technical services – off-site laboratory and support; On-site customer support; quality certification) and what RichardsApex can do to best meet these requirements?

SECTION 4: COMPANY INFORMATION

Company Name:

Name:

Title:
