

HQC Customer Satisfaction Survey

Customer: _____ **Contact:** _____

Please indicate the level to which you agree or disagree about the following statements (check one per line).

SURVEY ELEMENTS	Agree Strongly	Agree Somewhat	Neither Agree nor Disagree	Disagree Somewhat	Disagree Strongly
I. Customer Service					
a. We assist you in a friendly, courteous and timely manner when you call us.					
b. We return your calls in a timely fashion.					
c. We are thorough in answering all your questions.					
II. Product Quality					
a. We consistently produce parts that meet your specifications and requirements.					
b. We respond quickly and effectively to all of your quality concerns.					
III. Delivery Performance					
a. Our product shipments consistently arrive on time and in good condition.					
b. We meet all your packaging requirements.					
IV. Costing					
a. We respond quickly to your quotation requests					
b. We are consistently competitive in our pricing.					
V. Technical Capability					
a. Our technical expertise meets your needs.					
VI. Overall Performance					
a. How would you rate the overall quality of service you receive from HQC compared to other vendors and/or our competitors that you may be purchasing from. Would you say HQC is (check one)					
<input type="radio"/> Much better than others					
<input type="radio"/> Somewhat better than others					
<input type="radio"/> About the same as others					
<input type="radio"/> Somewhat worse than others					
<input type="radio"/> Much worse than others					
b. How would you rate the overall quality of service you receive from HQC today compared to twelve months ago?					
<input type="radio"/> Much better today					
<input type="radio"/> Somewhat better today					
<input type="radio"/> About the same today					
<input type="radio"/> Somewhat worse today					
<input type="radio"/> Much Worse today					
<input type="radio"/> Not applicable, I have been an HQC customer for less than a year					
VII. Additional Comments (Please use this area to provide additional comments regarding your responses above. Or, feel free to add any thoughts you may have on how we can serve you better.)					

Please Fax Response to 630-820-5549