



# Customer Satisfaction Survey

1. Overall, how would you rate your satisfaction with Tollman Spring's products and services? *Please check one response.*

Extremely Satisfied ←————→ Not at all Satisfied

5 4 3 2 1

2. Please rate your satisfaction with the following attributes regarding the **quality** of the products delivered.

Extremely Satisfied ←————→ Not at all Satisfied

5 4 3 2 1 n/a

a. Quality of parts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Accuracy of PPAPS.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Timeliness of orders.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Completeness of orders.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Sufficiency of shipment packaging.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Accuracy of packaging slips (proper quantity, etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please rate your satisfaction with the following attributes regarding the **service** provided.

Extremely Satisfied ←————→ Not at all Satisfied

5 4 3 2 1 n/a

a. Ease of contacting Tollman representatives.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Staff knowledge about spring applications.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Timeliness of quotes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Accuracy of order acknowledgement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Suggestions offered to resolve problems that may arise.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Prompt response to corrective action reports.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Flexibility in meeting special requests (expediting orders, etc.)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Timeliness of debits and/or credits processing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How does Tollman Spring perform in comparison to other manufacturing companies?

Better than     Comparable     Not as good

5. Based on your overall experience, how likely would you be to recommend Tollman Spring to others?

Definitely Would     Probably Would     Might or Might Not     Probably Would Not     Definitely Would Not

### General Comments/Suggestions

We welcome any comments/suggestions you may have that could help us serve you better.

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Customer Name: \_\_\_\_\_

Company: \_\_\_\_\_

Date Completed: \_\_\_\_\_