

ADDING VALUE THROUGH EXPERIENCE



Pls fax this form back to us by 19 March 2010 in order to participate in the Lucky Draw for a **Woolworths Gift Voucher** to the value of **R500.00**

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Dear Customer,

Our 2010 Customer Satisfaction Survey takes place against the background of us having recently been certified to ISO 9001:2008. Incremental improvements are an integral part of the program and to assist us make these positive changes, we would be grateful for your comments and feedback to the questions asked below. We have tried to keep the questions to a minimum and structured the questionnaire, taking into account that you have many priorities and that this may be seen as an imposition upon your valuable time.

We look forward to your reply and thank you in anticipation.

SALES MEETS EXPECTATIONS

1	Sales Professionalism	Always ()	Usually ()	Occasionally ()	Never ()
2	Handling of Queries	Always ()	Usually ()	Occasionally ()	Never ()
3	Responsiveness to Queries	Always ()	Usually ()	Occasionally ()	Never ()
4	Flexibility	Always ()	Usually ()	Occasionally ()	Never ()

QUALITY MEETS EXPECTATIONS

1	Meeting Product Specifications	Always ()	Usually ()	Occasionally ()	Never ()
2	Documentation	Always ()	Usually ()	Occasionally ()	Never ()
3	Packaging	Always ()	Usually ()	Occasionally ()	Never ()

DELIVERY MEETS EXPECTATIONS

1	Promised dates met	Always ()	Usually ()	Occasionally ()	Never ()
2	Notice of late delivery	Always ()	Usually ()	Occasionally ()	Never ()

QUESTIONS

- Please mark categories below to indicate your priorities in choosing **Multi-Alloys** (1 being the highest priority to 5 being the lowest priority)

Product Quality	1	2	3	4	5	
Price	1	2	3	4	5	
Availability / Delivery	1	2	3	4	5	
Service	1	2	3	4	5	
Other	1	2	3	4	5	Please elaborate:

- Aspects that Multi-Alloys should adopt or improve on quickly are:

Completed by: _____

Company: _____

Date: _____