

JONAL LABORATORIES INC

Customer Satisfaction Questionnaire

Dear Sir/Madam,

We would be grateful if you could spare a few minutes to complete this questionnaire, which forms an integral part of our drive to continuously improve customer satisfaction.

The 'Comments / Suggestions for improvement' section is reserved for your comments regarding our current performance and any suggestions you may have that could improve future performance.

Scoring Key

EXTREMELY SATISFIED	SATISFIED	DISATISFIED	EXTREMELY DISATISFIED	N/A
5	4	3	2	1

QUESTIONS		SCORE
1	Response to enquiries and method of communication.	
2	Technical assistance.	
3	Product quality.	
4	Delivery to schedule.	
5	Accuracy and completeness of paperwork.	
6	Reaction time to complaints.	
7	Product packaging.	

Comments / Suggestions for Improvement:

Thank you for taking the time to complete and return this questionnaire. Please return to:

Ed Hernandez
Quality Manager
PO Box 743
Meriden, Ct 06450
Fax: 203-634-4448
Email: ehernandez@jonal.com

Questionnaire Completed By:

Name:	<input type="text"/>	Position:	<input type="text"/>
Company:	<input type="text"/>	Date:	<input type="text"/>