



**Unit 1, No. 28 Blackmoor Road
Ebblake Industrial Estate
Verwood
Dorset BH31 6BB
England**

Tel: +44 1202 810770

Email: sales@marchwood.co.uk

Dear Sir / Madam

Re:- Customer Feedback

In accordance with our ISO 9001:2015 certification, procedures and continual improvement programme we would be grateful for your kind consideration to the completion of the following questions to enable us to assess the quality of our service. On completion could you please return to the address above. We value our customer's comments so that we can incorporate and improve our service to enable us to fulfil our commitment to quality of service to our customers.

How would you rate the quality of service offered in the following areas:

(5 being High and 1 being low – select the box – double click on the box and select the checked box to enter a X)

Enquiries / Quotations / Order Processing	1	2	3	4	5
Prompt / Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpful / Informative Manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Company Personnel					
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Product and Services					
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Queries / Complaints					
Helpful Manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have any specific comments or suggestions please indicate below:

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Company Name

Completed By Position Date

Internal Use Only	Reviewed By	Review Date

