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| --- | --- |
| **Customer Name** | **Respondent’s Name & Position** |
|  |  |
|  **Contact Telephone** | **Job No/Order Description** |
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Please rank each category in the order of importance that your company places in selecting suppliers. Priority Ranking = A-Top Priority, B, C, D, F-Last Priority. Please rate the questions in each category using the performance rating system = P-Poor; US-Un Satisfactory; S-Satisfactory; G-Good; E –Excellent.

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| **Customer Service** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| Do we assist you in a friendly, courteous and timely manner when you contact us? |  |  |  |  |  |  |
| Are we helpful with your enquiries? |  |  |  |  |  |  |
| Do we accommodate your needs for market driven changes? |  |  |  |  |  |  |
| Do we update you with order information as needed without request? |  |  |  |  |  |  |
| How do we compare to your best supplier in customer service? |  |  |  |  |  |  |

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| **Quality Planning & Performance** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| Do we provide in a timely manner the items necessary for your quality planning activities and product approval process? |  |  |  |  |  |  |
| Do we consistently meet your service specifications and quality requirements? |  |  |  |  |  |  |
| How do we compare to your Best Supplier in overall quality planning and performance? |  |  |  |  |  |  |

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| **Results Delivery** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| Do results arrive in a timely manner? |  |  |  |  |  |  |
| Are results presented in a suitable format? |  |  |  |  |  |  |
| Are our lead times suitable to your needs? |  |  |  |  |  |  |
| How do we compare to your Best Supplier in overall delivery performance? |  |  |  |  |  |  |

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| --- | --- | --- |
| **Quotation & Pricing** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| Do we respond timely to your quotation request? |  |  |  |  |  |  |
| Are we competitive in our pricing? |  |  |  |  |  |  |
| How would you rate our pricing relative to our competition? |  |  |  |  |  |  |

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| --- | --- | --- |
| **Technical Support** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| Does our technical knowledge meet your needs? |  |  |  |  |  |  |
| How do we compare to your Best Supplier in overall Technical Support? |  |  |  |  |  |  |

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| --- | --- | --- |
| **Overall Performance** | **Priority****Ranking** | **Performance Rating** |
| **P** | **US** | **S** | **G** | **E** |
| How does our company compare to your best supplier in overall product and service quality? |  |  |  |  |  |  |
| What recommendations would you make to improve our product/service quality? |  |

 **7. Testimonial/Comment**.

If you are satisfied with our service or find an aspect of it particularly pleasing we would appreciate a short testimonial, which we would like to include on our web site. We are proud of the effort we put in and of the service we offer, but no amount of describing it ourselves can match a sincere endorsement from a satisfied customer. Conversely if you are dissatisfied in any way please comment below and we will endeavour to improve. We appreciate you giving up your time to provide this valuable feedback.

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