

Customer Satisfaction Measurement Questionnaire



Step on Safety
For everything, GRP

Company:

Please rate your satisfaction with the following aspects of our work

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

Responsiveness

(speed of response to your requests and problems)

Timeliness

(achievement of agreed timescales)

Cost

(value for money of our products and service)

Financial Communication

(dealing with your financial enquires)

Sales Communication

(dealing with your sales enquires)

Quality

(fitness for purpose of the product and service)

Technical Support

(speed and effectiveness of our technical service)

Design

(innovation and relevance of our designs)

Customer Contact

(regularity of visits to customers)

Product Roadmap

(matching our product range to your current/future needs)

Overall Satisfaction

How do you expect your future requirements for Step on Safety products to develop?

more

same

less

If Step on Safety were to offer the following products/services, which ones would interest you?

WPC Cladding & Fencing

GRP Nuts & Bolts

On-line Store

Industry News & Special Offers

App Store

Technical Data & Guidelines

Other (Please Specify)

Do you have any comments, suggestions or comparisons on how we can improve our products and service?