

Customer Satisfaction Survey or Inquiry Session

To (Company Name): Date Sent/Discussed:

Attention: Default to relevant Customer Representative

From (Universe Rep.):

We at Universe strive to always satisfy our customer and are committed to improvement of our organizational practices in an effort to reach our quality objectives. By completing this survey, you will be giving us valuable information that will be used for our improvement efforts and ultimately better enabling us to satisfy your organizations needs. If you need immediate assistance regarding the survey, call (780) 468-5211; ask for the above-indicated Universe Representative.

Method I – Customer Completed Survey

Method II – Verbal Session (Completed by a Universe Representative)

Customer Representative:	Performance					
Date:	(Circle) 5=Best to 1=Poor					
Do you feel our representative(s) handle your order(s) with due care? Comment:	R A T I O N A L	5 4 3 2 1				
Are your product requirements met satisfactorily? Comment:		5 4 3 2 1				
Do you receive your order(s) on time? Comment:		5 4 3 2 1				
Would you recommend our services to someone else? Comment:		5 4 3 2 1				
What improvement(s) would you suggest that could aid us to better satisfy your needs? <input type="checkbox"/> None						
If you would like a follow-up call to further discuss these points, check here: <input type="checkbox"/>						
Thank you in advance; when the survey is completed, return survey to FAX# (780) 468-5430						