

	Form 821.1	Revision 03 of 19/03/2024
	Customer satisfaction survey	Page 1 of 1

contract n°

Dear Mr/Ms./Mrs. Company.....

Since our company adheres to UNI EN ISO 9001 standards and our first aim is our customer satisfaction, we kindly ask you to spend a few minutes filling the survey below (return to: sales1.it@atsairsolutions.com).

We will register your valuable contribution in order to improve our product quality and meet customer expectations more and more every day.

We thank you in advance for your cooperation and attention to this matter.

Yours faithfully,

Quality Assurance Supervisor

Evaluative elements ↓		Judgement →	Excellent	Good	In line with market	Unsatisfactory
1	How much has our product met your expectations?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	How do you judge our product quality level?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	How do you judge its price/quality ratio?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	What about the promptness in replying to your requests?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	What about our communication methods and staff courtesy?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	How do you judge our solution timing concerning complaint procedures?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	How do you judge our product delivery times?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	How do you judge our technical documentation?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	How do you consider our range of products?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	How do you consider your own trust in our company and staff?		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WHAT COULD **A.T.S. S.R.L.** DO IN ORDER TO BETTER MEET YOUR EXPECTATIONS?

Date:

Signature:.....