

Dear business partners,

we appeal to you with a request to fill in our questionnaire. By answering these questions you will be helping us to reflect the level of our services in 2013 we provide.

Please send us your answers promptly as they will in turn form the basis for our cooperation improvement.

- Evaluation: 1 – excellent,
 2 – sufficient,
 3 – under reservations,
 4 – unsatisfactory + comments.

Company name:Today´s date:.....

Company address.:

Contact:

Serial number	Evaluated operation	Service level			
		1	2	3	4
1.	Response quickness				
2.	Quality trade negotiations				
3.	Method of communication				
4.	Delivery lead time reliability				
5.	Product quality				
6.	Quality of service				
7.	Accessibility of information				



8. What haven't you been satisfied with?

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9. What we lack in our company?

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10. Yours suggestions for improving cooperation:

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11. What have you been satisfied with or what do you see as our strengths in relation to customers?

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