DFS Customer Satisfaction Assessment

You are invited!

* Required

Customer Information

1. Company Name *

2. Contact Name *

3. Position/Title *

4. Email Address *

5. Project Number (if applicable)

6. Products/ Services Provided

Performance Evaluation

7. Please rate the following areas using the scale below:
   5 - Excellent
   4 - Good
   3 - Satisfactory
   2 - Needs Improvement
   1 - Unsatisfactory

	1	2	3	4	5
Product Quality and Conformity to Requirements	◯	◯	◯	◯	◯
On-Time Delivery Performance	◯	◯	◯	◯	◯
Accuracy of Documentation and Certifications	◯	◯	◯	◯	◯
Responsiveness to Enquiries	◯	◯	◯	◯	◯
Technical Support and Assistance	◯	◯	◯	◯	◯
Communication Effectiveness	◯	◯	◯	◯	◯
Corrective Action Response (if applicable)	◯	◯	◯	◯	◯
Overall Satisfaction	◯	◯	◯	◯	◯

Product & Service Performance

8. Have the products/services consistently met your requirements?

- ◯ Always
- ◯ Usually
- ◯ Occasionally
- ◯ Rarely

9. Please provide comments.

10. Have you experienced any nonconformities or quality concerns?

- ◯ Yes
- ◯ No

Delivery Performance

11. Were deliveries made according to agreed schedules?

- ◯ Always
- ◯ Usually
- ◯ Occasionally
- ◯ Rarely

12. Comments:

Customer Support

13. How satisfied are you with our response to issues, requests, or corrective actions?

- ◯ Very Satisfied
- ◯ Satisfied
- ◯ Neutral
- ◯ Dissatisfied
- ◯ Very Dissatisfied

14. Comments:

Future Business Assessment

15. Would you continue to use our products/services?

- ◯ Yes
- ◯ No
- ◯ Undecided

16. Would you recommend DFS Composites to others?

- ◯ Yes
- ◯ No
- ◯ Maybe

Improvement Opportunities

17. What do we do well?

18. What improvements would you like to see?

19. Are there additional products or services you would like us to offer?

20. How likely are you to recommend DFS Composites to a colleague or business partner?
    5 - Extremely Likely
    4 - Likely
    3 - Neutral
    2 - Unlikely
    1 - Extremely Unlikely *

1	2	3	4	5
◯	◯	◯	◯	◯

Overall Comments

21. Please provide any additional feedback

22. How likely are you to recommend DFS Composites to a colleague or business partner?
    5 - Extremely Likely
    4 - Likely
    3 - Neutral
    2 - Unlikely
    1 - Extremely Unlikely *

1	2	3	4	5
◯	◯	◯	◯	◯

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Microsoft Forms