



CUSTOMER SATISFACTION SURVEY

In order to help us with our goal to continually improve our customer satisfaction according to the ISO 9001-2000 norm, we would appreciate if you could take a few minutes of your time to complete this form.

Our company's commitment towards our customers is a priority. We would like to have your point of view on your experiences with Gilbert Products Inc. Please be assured that all information in this survey is kept confidential.

Company name: _____

Address: _____

Contact: _____

What type of equipment did your company purchase from Gilbert Products Inc.?

- Logging equipment
- Sawmilling equipment
- Snowgroomer

What is your degree of satisfaction in regards to the following points?

- | | | | |
|------------------------|--------------------------------------|------------------------------------|---|
| Product quality: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| Sales department: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| Technical support: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| Part department: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| After sales support: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| Delivery time: | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |
| Knowledge of our staff | <input type="checkbox"/> Unsatisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very satisfied |

Explanations and comments:

Completed by : _____ Date : _____