

Dear Customer,

We kindly ask you to spend a few minutes to give us a feedback concerning our products and services quality level; this will help us to improve and to be able to better satisfy you.

Thanks for your help.

Stamp and Signature

COMPANY

Respondent \_\_\_\_\_ date

	FEATURES TO BE JUDGED	Please, indicate the importance you give to each feature.	MARK
<b>Sales Features</b>			
1	Clear and detailed contents of received offers	↓ ↔ ↑	☹️ 😐 😊
2	Communicative relationships with our Area Manager	↓ ↔ ↑	☹️ 😐 😊
3	Price of our products	↓ ↔ ↑	☹️ 😐 😊
<b>Products Features</b>			
4	Quality level of our products	↓ ↔ ↑	☹️ 😐 😊
5	Finished Products Packaging	↓ ↔ ↑	☹️ 😐 😊
6	Packed Products Identification	↓ ↔ ↑	☹️ 😐 😊
<b>Service Features</b>			
7	Compliance of products according to order	↓ ↔ ↑	☹️ 😐 😊
8	Compliance of delivery time	↓ ↔ ↑	☹️ 😐 😊
9	Flexibility concerning urgent orders execution	↓ ↔ ↑	☹️ 😐 😊
10	Communicative relationships with our organization– Sales Area	↓ ↔ ↑	☹️ 😐 😊
11	Communicative relationships with our organization – After Sales and Assistance Areas	↓ ↔ ↑	☹️ 😐 😊
12	Problem solving assistance	↓ ↔ ↑	☹️ 😐 😊
13	Innovation and fulfillment of new products	↓ ↔ ↑	☹️ 😐 😊
14	Did you feel disturbed while receiving this questionnaire?		YES NO

Other features that should be controlled? – by your opinion

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Please, send it to Simasv by e-mail at [marketing@simasv.it](mailto:marketing@simasv.it)