



## CUSTOMER SATISFACTION SURVEY

DATE: _____										
COMPANY NAME: _____ PLANT: _____										
*NAME: _____ *TITLE: _____ *PHONE: _____										
<i>*Optional</i>										
<b>Please Circle One As It Applies To Each Question</b>										
Expectation Rating Scale:					Our Rating In Comparison To Our Competitor Is:					
4 Exceeds	3 Meets	2 Below	1 Poor	N/A Does Not Apply	4 Better	3 Same	2 Worst	1 Exceptionally Worst	N/A Does Not Apply	
1. Are your questions regarding technical information and support resolved accurately and timely? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
2. Do you get a timely service response when you call after business hours? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
3. How would you rate the timeliness of service repairs? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
4. How would you rate the overall attitude and professionalism of our service staff? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
5. How would you rate the overall product knowledge of our service staff? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
6. How would you rate the overall performance of your Nachi Robotic Systems Inc. robot(s)? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
7. How would you rate the uptime or average time between each failure? (MTBF) Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
8. How would you rate the downtime or average time to make repairs? (MTTR) Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
9. Generally speaking, does Nachi Robotic Systems Inc. meet your expectations? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
10. Are you satisfied with the frequency of visits or contacts with your Nachi Robotic Systems Inc. sales person? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
11. How would you rate our spare parts support? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
12. How would you rate the performance of your Project Manager? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
13. If applicable, how would you rate your employees training experience at Nachi Robotic Systems Inc.? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
14. Is your request for equipment pricing accurate and timely? Rating: 4 3 2 1 N/A Compared with competitors: 4 3 2 1 N/A										
15. In your opinion, what was <b>BEST?</b> : Hardware Software Team Support Technical Support										
16. In your opinion, what was <b>WORST?</b> : Hardware Software Team Support Technical Support										
17. Please provide any comments and/or recommendations below so that we may be of better service to you and your company. Comments: _____ _____ _____										

