



Customer Satisfaction Survey

DATE: _____

COLONIAL / HAN-DEE SPRING is an ISO 9001:2000 & 9100-B Registered company. A criterion of ISO 9001:2000 is to implement a documented process to monitor customer satisfaction or dissatisfaction and evaluate the trends for improvement. We would appreciate your efforts to respond to our survey. Please fax the completed survey to (860) 582-9875, or e-mail it back to us. Please type an "X" in the appropriate box to rate the following categories giving a **"1" for Completely Satisfied, "2" for Satisfied, "3" for Needs Improvement and "4" for Poor.**

1 2 3 4

I. CUSTOMER SERVICE:

- A. COLONIAL / HAN-DEE SPRING staff is helpful.
- B. COLONIAL / HAN-DEE SPRING are quick to respond when asked for help.
- C. COLONIAL / HAN-DEE SPRING staff conducts themselves in a professional, courteous, and caring manner.

II. QUALITY:

- A. COLONIAL / HAN-DEE SPRING Quality team responds to our Quality problems in a timely manner.
- B. COLONIAL / HAN-DEE SPRING Quality Department completes their designated responsibilities within the time frame scheduled.
- C. COLONIAL / HAN-DEE SPRING personnel are committed to providing us with high quality parts.
- D. COLONIAL / HAN-DEE SPRING ISO Certification has greatly assisted us in solidifying our long-term relationship with them as a supplier.

III. DELIVERY:

- A. Product arrives in good condition at the designated ship location (s).
- B. Product arrives on time, when it is scheduled.
- C. Shipment documentation is accurate and consistent with our requirements.

IV. VALUE:

- A. We consider COLONIAL / HAN-DEE SPRING a valuable supplier of products to our company.
- B. Invoicing accuracy for product shipped and received is consistent with our requirements.
- C. COLONIAL / HAN-DEE SPRING brings additional value to the normal supplier/customer relationship as a result of the ongoing personal attention on programs awarded.
- D. COLONIAL / HAN-DEE SPRING Design and Engineering support is a valuable resource for our company.

Other comments (optional): _____

Survey Completed by (optional): _____

Company / Name _____

Thank you for filling out our Customer Satisfaction Survey!

SEND