

## Customer Satisfaction Survey 2019

Dear Customer:

Brandt Europe, S.L. management is convinced that the most important objective for our company is to offer quality products and services.

With the aim of increasing your level of satisfaction and, at the same time, of evaluating and improving our Quality Management System, we would like to know our customer's expectations and their level of satisfaction.

With this in mind, we send you our Customer Satisfaction Survey. We hope this survey will be very useful to better know the opinions and needs of our customers, resulting in mutual benefits: we will be able to offer you better products and services suiting your specific needs.

If you need any clarification, please do not hesitate to contact us.

Thank you in advance for your attention to this matter.

Yours sincerely,



M<sup>ª</sup> Reyes Pérez Ortega  
Quality and Environment Manager

## Customer Satisfaction Survey 2019

CLIENT INFORMATION										
NAME OF THE COMPANY/ORGANIZATION										
CONTACT PERSON										
PHONE										
E-MAIL										
SURVEY										
<i>Rate from 0 to 10, 10 being the best possible score</i>										
QUESTION	1	2	3	4	5	6	7	8	9	10
1.- Quality of the product provided										
2.- Delivery terms										
3.- Response to complaints										
4.- Assistance from the Sales Manager										
5.- Quality of the technical support										
6.- Time employed by our team to answer your queries										
7.- Professional image of our company										
8.- Overall satisfaction										
<b>If you wish to make any suggestion or comment, please use the space below</b>										