

11111



TEST



### Customer Satisfaction Survey

Fill bubbles like this: ● not like this: ✗ ✓ / (4)

1. How satisfied are you with our performance when you call to **Place an Order** or for **Customer Service**?

Low-----High

- A. Courtesy and Friendliness      (1) (2) (3) (4) (5)
- B. Ease of placing an order      (1) (2) (3) (4) (5)
- C. Technical competence and problem solving      (1) (2) (3) (4) (5)

2. How satisfied are you with **Delivery** and **Accuracy** of the products you purchased from Cisco-Eagle?

- A. Time between placing an order and delivery      (1) (2) (3) (4) (5)
- B. Meeting agreed-upon delivery schedules      (1) (2) (3) (4) (5)
- C. Notification of shipping delay, when necessary      (1) (2) (3) (4) (5)
- D. Correctness of order as delivered      (1) (2) (3) (4) (5)

3. How satisfied are you with the following aspects of Cisco-Eagle?

- A. Competitive pricing      Low-----High      Not Applicable  
(1) (2) (3) (4) (5)      (0)
- B. Service, Installation and Maintenance services      (1) (2) (3) (4) (5)      (0)
- C. Product traceability and identification      (1) (2) (3) (4) (5)      (0)
- D. Overall quality of products      (1) (2) (3) (4) (5)      (0)
- E. Availability of literature and information (catalogs, web sites, etc.)      (1) (2) (3) (4) (5)      (0)
- F. Frequency of visits by your Cisco-Eagle sales Representative(s)      Too Few-----OK-----Too Much      Not Applicable  
(1) (2) (3) (4) (5)      (0)

4. How satisfied are you with Cisco-Eagle's **business policies and procedures**?

- A. Accuracy of invoices      Low-----High      Not Applicable  
(1) (2) (3) (4) (5)      (0)
- B. Responsiveness to billing inquiries      (1) (2) (3) (4) (5)      (0)

5. Relative to **other** Vendors/Suppliers, what is your **overall satisfaction rating** of Cisco-Eagle in the following areas?

- A. Availability of order status information      Low-----High      Not Applicable  
(1) (2) (3) (4) (5)      (0)
- B. Engineering/Design capabilities      (1) (2) (3) (4) (5)      (0)
- C. Sales representatives      (1) (2) (3) (4) (5)      (0)
- D. Customer Service/Ordering by phone      (1) (2) (3) (4) (5)      (0)
- E. Timely response to your needs      (1) (2) (3) (4) (5)
- F. Overall satisfaction relative to competition      (1) (2) (3) (4) (5)

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Fill bubbles like this: ● not like this: ~~⊗~~ ~~⊙~~ ~~⊘~~ ~~⊚~~

6. Would you recommend Cisco-Eagle to a friend or business associate?  Yes  No

Comments on the reasons for your answer to #6:

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7. Which of the following products do you most frequently use or specify? (Choose all that apply)

- |  |  |
|--|--|
| <input type="radio"/> Systems, AS/RS, Carousels, Software                                      | <input type="radio"/> Safety Equipment         |
| <input type="radio"/> Conveyors/Conveyor Systems   | <input type="radio"/> Lockers                  |
| <input type="radio"/> Racks/Shelving   | <input type="radio"/> Casters & Wheels         |
| <input type="radio"/> Containers   | <input type="radio"/> Carts/Hand Trucks        |
| <input type="radio"/> Plant Structure (mezzanines, safety rails, partitions, in-plant offices) | <input type="radio"/> Workstations/Shop Equip. |

8. Are you currently planning projects in which Cisco-Eagle could be of service?  Yes  No

Low-----High

9. What is your overall level of satisfaction with Cisco-Eagle's performance?  1  2  3  4  5

10. Please use the space below to provide comments or suggestion on ways Cisco-Eagle could increase your satisfaction with our products and services

*(Feel free to use the back of this sheet or additional sheets for any comments if you do not have enough room in the spaces below.)*

What should we **START** doing?

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What should we **STOP** doing?

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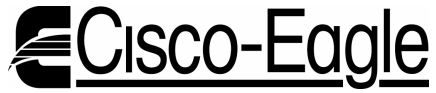
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What should we **CONTINUE** doing?

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[www.cisco-eagle.com](http://www.cisco-eagle.com) | 800-441-1162 | [24hours@cisco-eagle.com](mailto:24hours@cisco-eagle.com)

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Fill bubbles like this: ● not like this: ~~⊗~~ ~~⊙~~ ~~⊕~~ ~~⊖~~

11. Which of these ways do you recall first making contact with, or hearing about Cisco-Eagle? (Please choose only one option)

- |  |  |
|--|--|
| <input type="radio"/> Mailer                             | <input type="radio"/> Internet site/web search   |
| <input type="radio"/> Cisco-Eagle Catalog                | <input type="radio"/> Magazine or news article   |
| <input type="radio"/> Sales Call by a CEI representative | <input type="radio"/> Business directory listing |
| <input type="radio"/> Yellow Pages Ad                    | <input type="radio"/> Other (please describe):   |
| <input type="radio"/> Referral by a colleague or friend  | _____  |
| <input type="radio"/> Referral by vendor                 |  |