

PRECISION CALIBRATION

CUSTOMER SATISFACTION SURVEY

Please rate our service by checking a ranking of 1 (lowest) through 5 (highest)

Performance	How I rate this performance are in terms of:											
	a) Its importance to me as a client						b) My satisfaction with Precision Calibration					
Responsiveness												
Available and accessible	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Returns phone calls/emails promptly	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sets & meets scheduled service time	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Identifies and resolves technical and service issues in a timely fashion	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Shipping procedures easy and hassle free	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Understands & anticipates my needs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Performance Area												
Understands my business and the forces that affect it												
Consistent delivery of quality work product												
Provides thoughtful, responsive advice												
Quickly focuses on and resolves key issues												
Helps me understand my situation or needs												
Uses technical knowledge to provide realistic solutions												
Uses appropriate techniques to communicate information effectively												
Readily admits and corrects mistakes												
Provides appropriate level of technical confidence												
Eliminates "surprises" by seeking advanced approval on changes to the service												
Keeps me informed of service progress												
Charges fees that fairly and appropriately reflect the value of the service provided												
Responds to my billing inquires promptly												
Intangibles												
Makes me feel important as a client												
Demonstrates high integrity												
A professional demeanor												