

## HEASON CUSTOMER SATISFACTION QUESTIONNAIRE

Issue: May 2014 Version: 3.0

Thank you for taking the time to complete our customer satisfaction questionnaire. Please note that your answers will be kept confidential and will only be used for internal use to help us improve our service to you.

**Once completed, please return by email to [info@heason.com](mailto:info@heason.com)**

**Company Name:** .....

1) In thinking about your experience with **Heason Technology**, was the quality of the customer service you received:

☐ Very Poor      ☐ Unsatisfactory      ☐ Average      ☐ Satisfactory      ☐ Brilliant

If you indicated that the customer service was very poor or unsatisfactory, please give more details

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2) How did you find the ordering process of your most recent order with **Heason Technology**?

☐ Very Poor      ☐ Unsatisfactory      ☐ Average      ☐ Satisfactory      ☐ Excellent

If you indicated that the ordering process was very poor or unsatisfactory, please give more details

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3) In thinking about the features and benefits of the product itself, how satisfied are you with the product:

☐ Very Poor      ☐ Unsatisfactory      ☐ Average      ☐ Satisfactory      ☐ Superior

If you indicated that the product was very poor or unsatisfactory, please give more details

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4) Please comment on the customer service representative you spoke to most recently. Please indicate to what extent you agree or disagree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The team member handled my call quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The team member was very courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The team member was very knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other comments about the customer service representative you would like to add?

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5) Please comment on the process by which your technical contract was handled. Please indicate to what extent you agree or disagree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The waiting time for having my questions addressed was satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My phone call was quickly transferred to the person that could best answer my question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person answering my query provided all the technical information required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Considering the total package offered including customer service, product and costs, I am satisfied with <b>Heason Technology</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other comments about the process you would like to add?

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6) Which engineering magazine do you read and/or subscribe to?

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7) Are there any other comments that you would like to add about **Heason Technology**?

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Thank you for taking the time to complete this questionnaire. We very much appreciate your honest opinion and will take your input into consideration whilst providing products and services in the future.

**Please return the questionnaire by email to [info@heason.com](mailto:info@heason.com).**

**Alternatively please send by post to the address below.**

If you require any information regarding our product range and services, please do not hesitate to contact us for more details.

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