

**PLASTIC PACKAGING  
CUSTOMER SURVEY QUESTIONNAIRE**

**NAME OF CUSTOMER:**  
(OPTIONAL)

**CONTACT  
PERSON:**

**DATE:**

POOR	OK	GOOD	N/A
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**1 FACTORY**

1.1 HOW DO YOU RATE THE QUALITY OF THE  
PRODUCTS  
YOU RECEIVE FROM PLASTIC PACKAGING?

1	3	5	
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1.2 HOW DO YOU RATE PRINTING QUALITY?

1	3	5	
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1.3 OVERALL APPEARANCE OF PRODUCT?  
(Packaging, etc)

1	3	5	
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1.4 ARE YOU HAPPY WITH OVERALL  
PERFORMANCE  
OF PRODUCT/S YOU RECEIVED FROM PP?

1	3	5	
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**2 DOCUMENTATION and DELIVERIES:**

2.1 Are deliveries accompanied by correct  
documentation (e.g. invoice, delivery notes etc.)

1	3	5	
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2.2 Are invoices/statements correct?

1	3	5	
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2.3 Are orders delivered on time as required?

1	3	5	
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2.4 Are products delivered in a good condition?

1	3	5	
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2.5 Please rate efficiency of order personnel?

1	3	5	
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2.6 Please rate efficiency of delivery personnel?

1	3	5	
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2.7 Please rate debtors/accounts department?

1	3	5	
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**3 SALES:**

3.1 Does the sales person visit you regularly?

1	3	5	
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3.2 Are representatives/order clerks friendly and  
helpful/knowledgable?

1	3	5	
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3.3 Can order requirements normally be met  
(product in stock/delivery times etc)?

1	3	5	
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3.4 Are any additional efforts made to promote  
customer service (e.g. displays, promotions  
special requests etc.)?

1	3	5	
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3.5 Are complaints and enquiries handled timeously  
and efficiently?

1	3	5	
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3.6 Overall rating of Company

1	3	5	
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**4 BRANDS**

4.1 Please name the Company's refuse and freezer bag brand  
STAR = GOOD; DON'T KNOW; NOT  
APPLICABLE

1	3	5	
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4.2 If you know the brand, how do you rate the quality?

1	3	5	
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**5 ADDITIONAL COMMENTS/RECOMMENDATIONS**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

INTERVIEWER NAME \_\_\_\_\_

2.6 Please rate efficiency of delivery personnel?

1	3	5	
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2.7 Please rate debtors/accounts department?

1	3	5	
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1	3	5	
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1	3	5	
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3.4 Are any additional efforts made to promote customer service (e.g. displays, promotions special requests etc.)?

1	3	5	
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3.5 Are complaints and enquiries handled timeously and efficiently?

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1	3	5	
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5 **ADDITIONAL COMMENTS/RECOMMENDATIONS**

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INTERVIEWER NAME \_\_\_\_\_