

**PLASTIC PACKAGING
CUSTOMER SURVEY QUESTIONNAIRE**

NAME OF CUSTOMER: _____ **CONTACT PERSON:** _____
(OPTIONAL)
DATE: _____

	POOR	OK	GOOD	N/A
1 FACTORY				
1.1 HOW DO YOU RATE THE QUALITY OF THE PRODUCTS YOU RECEIVE FROM PLASTIC PACKAGING?	1	3	5	
1.2 HOW DO YOU RATE PRINTING QUALITY?	1	3	5	
1.3 OVERALL APPEARANCE OF PRODUCT? (Packaging, etc)	1	3	5	
1.4 ARE YOU HAPPY WITH OVERALL PERFORMANCE OF PRODUCT/S YOU RECEIVED FROM PP?	1	3	5	

2 DOCUMENTATION and DELIVERIES:

2.1 Are deliveries accompanied by correct documentation (e.g. invoice, delivery notes etc.)	1	3	5	
2.2 Are invoices/statements correct?	1	3	5	
2.3 Are orders delivered on time as required?	1	3	5	
2.4 Are products delivered in a good condition?	1	3	5	
2.5 Please rate efficiency of order personnel?	1	3	5	
2.6 Please rate efficiency of delivery personnel?	1	3	5	
2.7 Please rate debtors/accounts department?	1	3	5	

3 SALES:

3.1 Does the sales person visit you regularly?	1	3	5	
3.2 Are representatives/order clerks friendly and helpful/knowledgable?	1	3	5	
3.3 Can order requirements normally be met (product in stock/delivery times etc)?	1	3	5	
3.4 Are any additional efforts made to promote customer service (e.g. displays, promotions special requests etc.)?	1	3	5	
3.5 Are complaints and enquiries handled timeously and efficiently?	1	3	5	
3.6 Overall rating of Company	1	3	5	

4 BRANDS

4.1 Please name the Company's refuse and freezer bag brand STAR = GOOD; DON'T KNOW; NOT APPLICABLE	1	3	5	
4.2 If you know the brand, how do you rate the quality?	1	3	5	

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?

1	3	5	
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3.6 Overall rating of Company

1	3	5	
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4 **BRANDS**

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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?

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5 **ADDITIONAL COMMENTS/RECOMMENDATIONS**

INTERVIEWER NAME _____