

Company Name		Survey Date (m/d/yyyy)	
Customer PO Number		Ship Date (m/d/yyyy)	
Customer Contact		Alphair Ref #:	
Customer Phone Number			
Product Model Number		Survey Initiator:	

1. Please rate your overall satisfaction with our company during this order.	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
2. The quality of our product(s) for this order.	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
3. Our acknowledged ship date(s) met your requirements for this order.	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
4. Our product(s) arrived at your destination as expected for this order.	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
5. When contacting our company throughout this order, how would you rate our response time?	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
6. Changes made throughout the order process were dealt with quickly and accurately.	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
7. How would you rate specific departments during this order? Reception:	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem
Sales:	<input type="checkbox"/> Exceeded Expectations <input type="checkbox"/> Met Expectations	<input type="checkbox"/> Needs Improvement <input type="checkbox"/> Serious Problem

8. If you were not satisfied with any of the areas mentioned above, please explain in detail.	
9. What have you liked most about dealing with our company during the execution of this project?	
10. What does our competition offer that Alphair does not, and how is it accomplished?	
11. What Improvements, if any, could be done in the future to server you better?	

OK